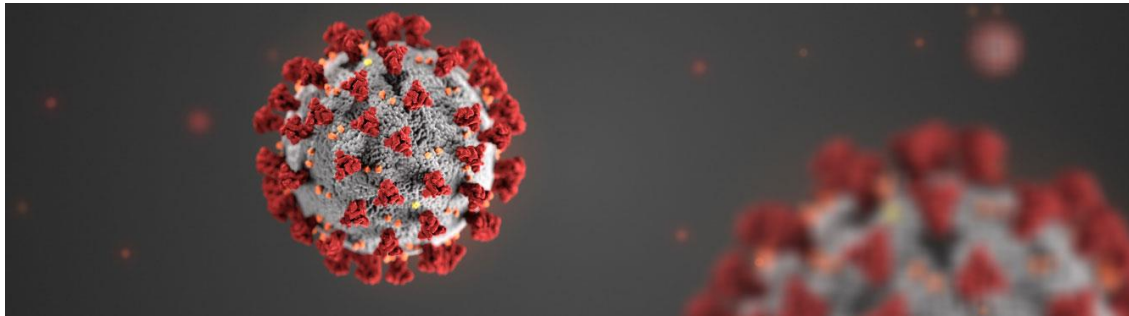




THE UNIVERSITY *of* NORTH TEXAS
HEALTH SCIENCE CENTER *at* FORT WORTH

CENTER FOR GERIATRICS

COVID-19: What You Need to Know to Stay Informed



During this time of challenge and uncertainty, information about the coronavirus (COVID-19) is developing rapidly. UNTHSC Center for Geriatrics is sharing the best information we have to protect the public's health, especially among older adults and family caregivers. It is important to stay informed using reliable information and follow CDC recommendations to protect yourself and those around you. We are thinking of you during this difficult time and welcome you to [reach out to us](#) if you need assistance.

Sincerely,

Janice Knebl, DO, MBA

DSWOP Endowed Chair and Professor in Geriatrics

UNT System Regents Professor

Interim Director for the Department of Internal Medicine and Geriatrics

Director, Center for Geriatrics

Get The Facts On COVID-19



The [Centers For Disease Control And Prevention](#), or CDC, is an excellent source of information. The CDC maintains an updated resource page on the Basic Facts About Coronavirus or COVID-19, How to Prepare, and What You Need to Know regarding symptoms, resources, travel, and the current cases being reported in the U.S.

In response to COVID-19, the 2-1-1 number has been activated in Texas statewide. Dial [2-1-1](#) on any home or cell phone to reach specialists available 24/7. They are there to answer non-medical FAQs, based on material provided by [DSHS](#) and [CDC](#). Questions that 211 specialists can't answer will be referred to DSHS and local Public Health Department COVID-19 information lines.

STICK TO THE FACTS

Be wary of misinformation and stick to the facts. By staying informed and using reliable sources, we can help [reduce fear, anxiety, and social stigmas](#) during this unprecedented time.

- Coronavirus doesn't recognize race, nationality or ethnicity.
- Wearing a mask does not mean a person is ill.
- There is not enough evidence to show that companion animals, including pets, can spread COVID-19.
- Show compassion and support for those most closely impacted.

Tips to Protect Yourself & Those Around You

PREVENTING THE SPREAD OF CONTAGIOUS DISEASES

Everyday behaviors can minimize the spread of contagious diseases, including COVID-19.

The CDC provides instructions for everyday basic prevention:

- Avoid close contact with people who are sick.
- Wash your hands often with soap and water for at least 20 seconds.
- If soap and water are not available, use a hand sanitizer that contains at least 60% alcohol.
- Avoid touching high-touch surfaces in public places.
- Avoid touching your face, nose, eyes, and mouth.
- Clean and disinfect your home to remove germs.
- Avoid crowds.
- Avoid all non-essential travel.
- Stay home when you are sick.

SOCIAL DISTANCING

Whenever possible social distancing is recommended by the CDC to slow the spread of contagious diseases such as COVID-19. Social distancing means avoiding direct contact with other people, germs in the air, and contaminated surfaces.

Recommendations for social distancing include:

- Staying about six feet away from other people
- Limiting day-to-day activities
- Avoiding large groups, assemblies, and unnecessary travel

Social distancing is not the same as self-quarantine or isolation, two other practices being utilized to minimize the coronavirus spread. The key difference is that a quarantine or isolation restricts the movement of people within a certain area or zone to limit transferring and spreading an infection. Social distancing is a behavioral practice and does not place limits on location.

IF YOU ARE SICK

Anyone with a weakened or compromised immune system is at risk. It's important to avoid illness and maintain good health by eating nutritious foods, exercising, and reducing stress.

In times of illness, it's important to watch for possible signs of COVID-19. Potential COVID-19 symptoms include, fever, cough, and shortness of breath. If you feel like you are developing symptoms, call your healthcare provider.

The CDC recommends the following steps if you are sick with COVID-19 or think you might have it:

- Stay home – unless you need medical attention
- Separate yourself from other people and pets and animals in the home
- Call ahead before visiting your doctor
- Wear a facemask
- Cover coughs and sneezes
- Clean your hands often
- Avoid sharing personal household items
- Clean high-touch surfaces everyday
- Monitor your symptoms

Visit the [CDC](https://www.cdc.gov) for more details on each of these steps. In all cases, follow the guidance of your health care provider and local public health officials.

REDUCE FEAR AND STRESS

The CDC recognizes that infectious disease outbreaks, including COVID-19, can elicit fear, worry, anxiety, and stress, especially in older people and people with chronic disease. The CDC recommends the following tactics to manage stress and support your mental health:

- **Take breaks** from reading, watching, or listening to news stories. Additionally, some people find that social media can trigger upsetting thoughts.
 - **Take care of your body.** Practice deep breathing, eat healthy foods, get plenty of sleep, limit alcohol consumption, and exercise regularly.
 - **Continue to do activities** that you enjoy but be mindful of social distancing.
 - **Connect with family or friends** and share your feelings about the situation.
-

Special Considerations

PERSONS WITH CHRONIC CONDITIONS

People with severe chronic medical conditions like diabetes, heart disease, high blood pressure, or COPD are at higher risk for more serious COVID-19.

The [CDC](#) is recommending that people with higher risk take the following actions:

- Stock up on supplies such as medicines, groceries, and household items.
- Maintain space between yourself and others. See [Social Distancing](#).
- When you go out in public, keep away from others who are sick, limit close contact, and wash your hands often.
- Avoid cruise travel and non-essential air travel.
- During a COVID-19 outbreak in your community, stay home as much as possible to further reduce your risk of being exposed.

CAREGIVERS OF PERSONS WITH DEMENTIA

There are many families and friends providing critical caregiving support for persons living with Alzheimer's disease and related dementias. Dementia increases the risk of contracting COVID-19. Persons with dementia may forget recommendations for prevention behaviors and social distancing, and is often accompanied by other chronic conditions. Also, having illness can exacerbate cognitive impairment.

The [Alzheimer's Association](#) provides tips for dementia caregiving in the home including:

- Communicating with healthcare providers about changes in cognitive behaviors
- Providing extra reminders about preventative behaviors like washing hands
- Making a plan and preparing for illness.

If the person with dementia lives in an assisted living community, note that many are limiting visitors. Check with community management about their plans for managing risk within their community. You can also try checking in with your loved one often with phone calls and video chats - talk with staff to learn your options.

If you know caregivers of persons with dementia, help reduce any feelings of isolation or stress by reaching out to offer additional support. By staying healthy, family and friends can continue their important role of providing care and quality of life for their loved one.

How to Help Older Adults in Your Community

Social distancing and limited group activities place older adults at risk of social isolation. Show compassion and support for older adults who are closely impacted. Visiting daily by phone or video can make a big difference in [helping older adults stay connected](#).

Many organizations provide services and support for older adults in the local community. During these unprecedented times, organizations are serving a greater need with limited resources. Senior centers that provide meals for older adults are closed to prevent exposure to and spread of the virus. It is essential that older adults continue to receive nutritious food.

DONATE OR VOLUNTEER

To contribute funding to alleviate need, especially with regard to keeping our older adults nutritionally healthy during this period, contact your local Area Agency on Aging, Meals on Wheels or Food Bank organizations.

If you live in Tarrant County, United Way of Tarrant County is coordinating volunteers and donations for local nutrition programs. Visit [United Way of Tarrant County's facebook](#) page to connect. You can also check out our community partners below for additional opportunities in your area.



What to do if you are sick with coronavirus disease 2019 (COVID-19)

If you are sick with COVID-19 or suspect you are infected with the virus that causes COVID-19, follow the steps below to help prevent the disease from spreading to people in your home and community.

Stay home except to get medical care

You should restrict activities outside your home, except for getting medical care. Do not go to work, school, or public areas. Avoid using public transportation, ride-sharing, or taxis.

Separate yourself from other people and animals in your home

People: As much as possible, you should stay in a specific room and away from other people in your home. Also, you should use a separate bathroom, if available.

Animals: Do not handle pets or other animals while sick. See [COVID-19 and Animals](#) for more information.

Call ahead before visiting your doctor

If you have a medical appointment, call the healthcare provider and tell them that you have or may have COVID-19. This will help the healthcare provider's office take steps to keep other people from getting infected or exposed.

Wear a facemask

You should wear a facemask when you are around other people (e.g., sharing a room or vehicle) or pets and before you enter a healthcare provider's office. If you are not able to wear a facemask (for example, because it causes trouble breathing), then people who live with you should not stay in the same room with you, or they should wear a facemask if they enter your room.

Cover your coughs and sneezes

Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in a lined trash can; immediately wash your hands with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60-95% alcohol covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty.

Avoid sharing personal household items

You should not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home. After using these items, they should be washed thoroughly with soap and water.

Clean your hands often

Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty. Avoid touching your eyes, nose, and mouth with unwashed hands.

Clean all "high-touch" surfaces every day

High touch surfaces include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables. Also, clean any surfaces that may have blood, stool, or body fluids on them. Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation during use of the product.

Monitor your symptoms

Seek prompt medical attention if your illness is worsening (e.g., difficulty breathing). **Before** seeking care, call your healthcare provider and tell them that you have, or are being evaluated for, COVID-19. Put on a facemask before you enter the facility. These steps will help the healthcare provider's office to keep other people in the office or waiting room from getting infected or exposed.

Ask your healthcare provider to call the local or state health department. Persons who are placed under active monitoring or facilitated self-monitoring should follow instructions provided by their local health department or occupational health professionals, as appropriate.

If you have a medical emergency and need to call 911, notify the dispatch personnel that you have, or are being evaluated for COVID-19. If possible, put on a facemask before emergency medical services arrive.

Discontinuing home isolation

Patients with confirmed COVID-19 should remain under home isolation precautions until the risk of secondary transmission to others is thought to be low. The decision to discontinue home isolation precautions should be made on a case-by-case basis, in consultation with healthcare providers and state and local health departments.



For more information: www.cdc.gov/COVID19



THE UNIVERSITY *of* NORTH TEXAS
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CENTER FOR GERIATRICS

COVID-19 Special Edition:
Updates, Resources, & Tips to Stay Well

Caregiver Health: *Staying Well While Staying Home*

Manage Anxiety and Stress

As local governments increase coronavirus recommendations regarding sheltering in place, it is more important than ever to find ways for caregivers to manage anxiety and stress during this critical time.

The [Alzheimer's Association](#) continues to offer care and support services that can help caregivers connect with communities, reduce feelings of isolation, and learn tools to manage care during the current crisis.

- **Call the HelpLine at 1-800-272-3900 for 24/7 for around-the-clock care and support.**
- Connect with virtual **support groups and education programs** at [communityresourcefinder.org](https://www.communityresourcefinder.org)


Additional help and support are always available at the **Caregiver Center** at alz.org/care.

Make a Plan and Prepare the Home

Make a plan for sheltering in place by having adequate food, household, and pet supplies; monitoring medications and medical supplies; and communicating needs with providers, including pharmacies. If you or someone you know is providing care for a loved one, refer to the **CDC's guidance for preparing the home** at cdc.gov/coronavirus/2019-ncov/community/home/index.html.

Protect Yourself and Loved Ones from Medicare Fraud

The U.S. Administration of Community Living and the Senior Medicare Patrol (SMP) are alerting older adults to increased scams during the coronavirus. Scammers use fear and feelings of vulnerability during this current crisis time to target older adults. Contact the SMP for questions or to report Medicare fraud, error, or abuse at 877-808-2468 or at smpresource.org.

A graphic titled "SMP SCAM WATCH CORONAVIRUS (COVID-19)" with a background of purple and blue virus-like particles. A magnifying glass is positioned over the text "Coronavirus:". The graphic contains the following text:

SMP SCAM WATCH
CORONAVIRUS (COVID-19)

Be on the lookout for scams that could arise from the coronavirus (COVID-19) pandemic.

As a reminder:

- Protect your Medicare number and only provide it to your doctor and Medicare providers.
- Be cautious of anyone going door-to-door to offer free coronavirus testing, supplies, or treatments.
- Don't fall for scare tactics or time sensitive offers.

Contact the SMP for questions or to report Medicare fraud, error, or abuse at 877.808.2468 or at smpresource.org

Senior Shopping Hours

These businesses are providing specific hours for older adults to shop.



WALMART: Tuesdays 6:00 a.m. - 7:00 a.m. (60+)



TARGET: Wednesdays 7:00 a.m. - 8:00 a.m. (65+)



SAMS CLUB: No special hours, however, you can order online and pick-up between 7:00 a.m. - 9:00 a.m.



COSTCO: Mon. - Fri. 8:00 a.m. - 9:00 a.m. (60+)



DOLLAR GENERAL: Everyday 8:00 a.m. - 9:00 a.m. (60+)



ALBERTSONS: Tues. & Thurs. 7:00 a.m. - 9:00 a.m. (60+)



TOM THUMB: Tues. & Thurs. 7:00 a.m. - 9:00 a.m. (60+)



WHOLE FOODS: Everyday 7:00 a.m. - 8:00 a.m. (60+)



H-E-B: Free grocery delivery for ages 60+. Orders can be placed over the phone or online from 11 a.m. to 3 p.m., seven days a week. To order, call [1-833-397-0080](tel:1-833-397-0080) or visit online at favordelivery.com/seniors.

COVID-19 Basic Necessities

Contact these resources if you or someone you know needs special assistance.

EMERGENCY FOOD

Tarrant Area Foodbank
817-332-9177
Community Crossroads
817-921-3995
First Street Mission
817-335-6080
Mission Arlington
817-277-6620
Community Link Mission
817-847-4554
Helping Hands Ministry
817-624-3918

MEDICAL ASSISTANCE

Texas Health Mobile Unit
817-568-3253
JPS Clinic
817-702-3567
Open Arms Health Clinic
817-496-1919
Tarrant County Public Health
817-321-4808
Community Eye Clinic
817-289-6800

FINANCIAL ASSISTANCE

City of Fort Worth Action Partners
817-392-5780
Tarrant County Human Services
817-531-5620

EMPLOYMENT ASSISTANCE

Texas Workforce Solutions
817-531-5670
Texas Workforce Commission
800-628-5115
Goodwill Job Center
817-332-7866

OTHER INFORMATION

File for Unemployment at:
twc.texas.gov/jobseekers/unemployment-benefits

Ask your utility, rent, and bill companies for optional payment plans or delays.

Provider Spotlight



Kate Taylor, DNP, FNP-C is an experienced board-certified family nurse practitioner with 22 years in health care. Her experience ranges from serving as an active duty Army Nurse Corps officer practicing in critical care to the hospitalist role, and now the outpatient care environment. Kate currently works in various roles to include the GAPP clinic, house calls program, clinical education of UNTHSC health profession students, and clinical executive of SaferCare Texas improving the safety in care delivery.

From the desk of **Kate Taylor, DNP, FNP-C**

As the geriatric population grows with more patients to serve, healthcare professionals need to get creative with meeting the needs of older adults. Our HSC Geriatric Clinic has the unique capability to not only help patients in the clinic, but also in numerous environments including long term care, assisted living, retirement communities and even in the home through our house calls program. The goal of the house calls program aligns with our clinic goal, which is to improve functionality of our patients. Our house calls program consists of geriatricians and nurse practitioners who have the added capability to consult with social workers and pharmacists to better serve our patients.

Through our house calls programs we offer a number of services including primary care in the home, annual Medicare wellness visits, acute visits for urgent medical problems, transitional care or post hospitalization visits, immunizations, supportive palliative care, cognitive impairment assessments/capacity evaluations, advanced care planning, x-rays, lab work, wound care and medication administration. This program also allows us to evaluate the home environment, barriers to functionality, caregiver support or possible burnout, and potential elder abuse which makes this delivery of care truly patient centered. If you or someone you know may be interested in receiving house calls, please contact our Geriatrics Clinic at **817-725-2200** and ask for NP Kate Taylor to see if you qualify for the house calls program.

Special congratulations to Dr. Janice Knebl for being named **Regents Professor** by the UNT System Board of Regents in recognition of her tireless advocacy for older adults and her significant impact on the Texas College of Osteopathic Medicine! Dr. Knebl was also recently inducted into the Gold Humanism Honor Society. We are so very proud to have her on our team!



March is Social Work Month!

SOCIAL WORKERS
generations
STRONG

Social Work Month in March is a time to celebrate the great profession of social work. The theme for Social Work Month 2020 is **Social Workers: Generations Strong**. As we enter a new decade it is important to look back and honor the powerful, positive impact the social work profession has had on our society for generations. We appreciate our HSC Geriatrics Social Work Team and all that they do for our patients!

Announcements

- **WE'VE RE-BRANDED!** Visit unthsc.edu/newsroom/story/unt-health-science-center-reveals-new-brand-identity/ to learn more about our new brand identity and how it aligns with our vision for the future of healthcare in North Texas.
 - **STAY UP TO DATE** with HSC's Coronavirus (COVID-19) response. Visit unthsc.edu/coronavirus for the latest information.
 - **CONGRATS** to this year's Top Docs representing the Department of Internal Medicine and Geriatrics at UNTHSC!
 - **360 West Top Docs:** Drs. Monte Troutman, Long Hoang, Lesca Hadley, Sarah Ross, Janice Knebl, Stephen Weis, and Sandra Davis
 - **Fort Worth Magazine Top Docs:** Drs. Geffrey Kline, Stephen Weis, Monte Troutman, Janice Knebl, Sarah Ross, John Orr, Sandra Davis, and Scott Winter
 - **UNTHSC is Celebrating its 50th Anniversary!** Save the date for our Department of Internal Medicine and Geriatrics faculty reunion on October 2nd to celebrate. Details coming soon!
 - **CONGRATS** to our 2020 UNTHSC graduates - we wish them all the best in their future careers!
 - **SPECIAL SHOUT-OUT** to the following students for acceptance of research abstracts for presentations!
 - Roslin Jose, MPH Intern - *Symposium at Texas Public Health Association Annual conference and UNTHSC Research Appreciation Day*
 - Kimberlee Parker, DO-MPH Intern- *UNTHSC Research Appreciation Day and Presidential Poster at American Geriatrics Society annual meeting*
 - Emily Johnson, TCOM MSTAR - *American Geriatrics Society and UNTHSC Research Appreciation Day*
 - Sarah Bourgin, TCOM MSTAR - *American Geriatrics Society and UNTHSC Research Appreciation Day*
 - Nancy Sang, TCOM MSTAR - *American Geriatrics Society*
 - **DEMENTIA C.A.R.E.S.** is looking for caregivers to participate in the next 6-week session. Contact Jane.Oderberg@unthsc.edu for more information or to register.
 - **2020 CENSUS is here!** Visit 2020Census.gov for more information about how to respond.
-



THE UNIVERSITY *of* NORTH TEXAS
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CENTER FOR GERIATRICS

COVID-19 Special Edition:
Weekly Updates & Resources | April 1, 2020

Get the latest updates from HSC's Coronavirus (COVID-19) response at unthsc.edu/coronavirus.

Mental Health during COVID-19:

Special Considerations from the World Health Organization (WHO)

At a time of increased stress due to the COVID-19 outbreak, it is important support the mental and psychological well-being of individuals in our community. [The mental health considerations below](#) were created by the Mental Health Department to help understand the impact COVID-19 can have on different people and the challenges they may face during this difficult time. For more information from WHO, visit www.who.int.

General Population

During this time, it is important to be empathetic, understanding, and informed. A few things to keep in mind for the general public:

- COVID-19 does not discriminate.
- Be empathetic of those who are being treated and/or recovering from the disease.
- Avoid situations that cause you to feel anxious. Take regular breaks from listening to the news and make sure you are receiving information from a reliable source.
- Protect yourself and be supportive of others.
- Share positive stories, images, and experiences within your community.
- Recognize healthcare workers and caretakers who are on the front lines.

Healthcare Workers

Healthcare providers are likely to experience increased stress given the current situation. Here are some strategies to help combat stress among healthcare workers:

- [Managing stress](#) and psycho-social well-being is as important as managing physical health.
 - Take care of yourself using positive coping strategies such as eating well, getting plenty of rest, and staying active.
 - Stay connected with friends and family for social support.
-

For Caretakers of Older Adults

Older adults, especially those with cognitive decline/dementia, may become more anxious, angry, stressed, agitated, and withdrawn while being quarantined. Suggestions for caregivers to consider when caring for older adults include:

- Share simple facts and communicate the risks in a way that is easy to understand.
 - Be clear, concise, respectful, and patient when explaining the current situation and repeat information when necessary.
 - Engage with the older adult in practicing prevention measures, such as hand washing.
 - Encourage older adults to volunteer (if able) by providing peer support, neighbor checking, etc.
-

People in Isolation

Isolation during the COVID-19 outbreak can happen to anyone, regardless of age. These suggestions can help reduce the effects of isolation and provide solutions for staying connected:

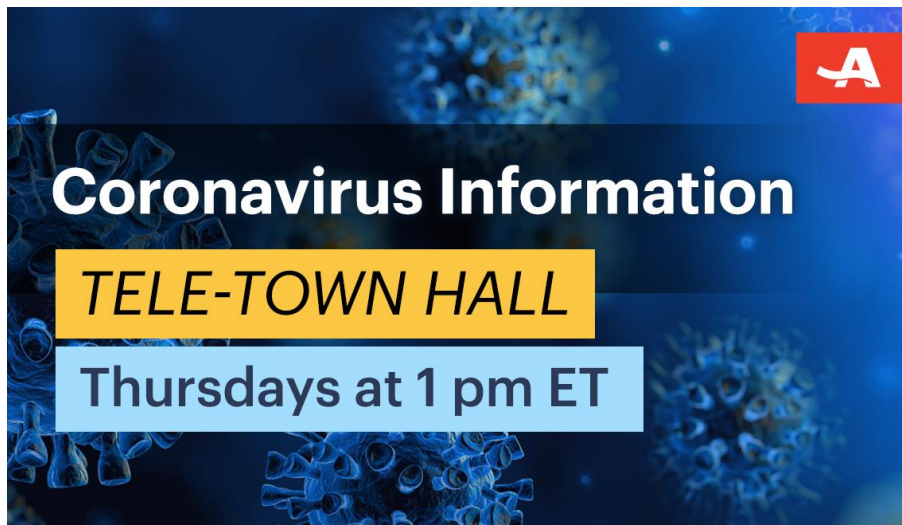
- Keep up with your daily routines, as often as possible.
- Stay connected with friends and family via email, social media, video conferencing, and telephone.
- Pay close attention to your own needs and feelings: Engage in healthy activities that you enjoy, exercise regularly, maintain regular sleep routines, and eat healthy food.
- Keep things in perspective: Look for factual information and practical guidance from health professionals and [WHO website](#). Avoid rumors that make you feel uncomfortable.

Make a Difference During the COVID-19 Closings

Volunteer Opportunities:

Visit voly.org and click on the [Urgent Needs page](#) to locate COVID-19 volunteer efforts across DFW. The listings on this page are slowly growing, and it is the best way to stay up-to-date on the most current needs and getting signed up.

[Meals on Wheels](#) volunteers are needed. The UNTHSC Center for Geriatrics has adopted a daily Meals on Wheels route for meal delivery to homebound Fort Worth seniors. Please contact Sarah@mealsonwheels.org to sign up for the 'UNTHSC Center for Geriatrics' route.



AARP is hosting weekly live Coronavirus Information Tele-Town Hall events. Experts will be present each week for a live Q&A and will address your questions related to each week's topic. **You can participate by calling toll-free 1-855-274-9507, or listen to the live audio stream Thursdays at 1pm ET.**

To listen live or for the latest coronavirus news and advice, visit AARP.org/coronavirus.

Provider Spotlight

Addressing the COVID-19 Outbreak at Nursing Care Facilities

UNTHSC - Center for Geriatrics - Drs. Janice Knebl and Sarah Ross provide insight to the rapidly evolving COVID-19 crisis and how it effects older adults living in nursing care facilities.



See **Dr. Janice Knebl's** interview on WFAA-ABC 8 News.



See **Dr. Sarah Ross'** interview on KDFW-Fox 4 News.

Pharmacy Delivery Services

As more people are staying home to reduce the spread of coronavirus, many pharmacies are providing home-delivery services for prescriptions. Be sure to check with your local pharmacy directly for delivery options. Below are a few large retail pharmacies providing prescription delivery services.



WALMART: Delivery Fee: \$0. Time Frame: 5-7 business days.



ALBERTSONS: Delivery Fee: \$0. Time Frame: Same day delivery available if order placed before 11:30 a.m.



WALGREENS: Delivery Fee: \$0. Time Frame: 5-10 business days.



CVS: Delivery Fee: \$0. Time Frame: 1-2 business days.

Senior Shopping Hours

These businesses are providing specific hours for older adults to shop.

Updated as of March 30, 2020



WALMART: Tuesdays 6:00 a.m. - 7:00 a.m. (60+)



TARGET: Tues. & Wed. 7:00 a.m. - 8:00 a.m. (65+)



SAMS CLUB: Tues. & Thurs. 7:00 a.m. - 9:00 a.m.



COSTCO: Tues. - Thurs. 8:00 a.m. - 9:00 a.m. (60+)



DOLLAR GENERAL: Everyday 8:00 a.m. - 9:00 a.m. (60+)



ALBERTSONS: Tues. & Thurs. 7:00 a.m. - 9:00 a.m. (60+)



TOM THUMB: Tues. & Thurs. 7:00 a.m. - 9:00 a.m. (60+)



WHOLE FOODS: Everyday 7:00 a.m. - 8:00 a.m. (60+)



H-E-B: Free grocery delivery for ages 60+. Orders can be placed over the phone or online from 11 a.m. to 3 p.m., seven days a week. To order, call [1-833-397-0080](tel:1-833-397-0080) or visit online at favordelivery.com/seniors.

Fraud Alert

The Tarrant County Criminal District Attorney's office has posted [this Fraud Alert video](#), to warn people about the increasing number of internet and phone scams designed to steal personal and financial information.

To watch the video, visit <https://youtu.be/3M4pxiOwAmQ>.

Best Tips for Managing Dementia at Home during Critical Times

The [James L. West Center for Dementia Care](#) is launching a Tool Kit for lay and professional caregivers who are providing support to persons with dementia during this critical time. As part of the Dementia Care Tool Kit, the West Center will share information frequently with the goal of providing support to communities and persons in need. The West Center is North Texas' trusted resource for dementia care and education. To receive ongoing information, contact caregiver@jameslwest.org or visit www.JamesLWest.org.

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As part of the Dementia Care Tool Kit, the West Center will share information frequently with the goal of providing support to communities and persons in need. The West Center is North Texas' trusted resource for dementia care and education.

Daily Routine:

- Structure is important for persons living with dementia. Maintaining a daily routine will lead to more successful days.
 - > Create a normalized daily routine. For example, maintain rituals with waking up, going to bed, and eating meals at or around the same time every day. It is important to create a routine that focuses on personal hygiene (brushing teeth, showering, etc.), getting dressed and everything that goes into getting "ready for the day".
 - > Keep purposeful activities and relaxation time scheduled throughout the day.
 - Encourage physical activity and getting outside for sunshine, fresh air, and a change of scenery. This may include a walk to the mailbox, having tea on the back porch, chair exercises and stretches, etc.
 - Note: The senior population is among the most vulnerable at this time so use discernment when visiting public spaces.

Media Exposure and Technology:

- Limit T.V. time and programs. Many T.V. programs and news stations easily cause confusion and unnecessary agitation for those living with dementia. To stay up-to-date with current news and announcements consider tuning in when your loved is occupied elsewhere or stay up-to-date with apps that only you have access to on your phone or tablet.
- Keep your loved one active. As opportunities for social engagement lessen, it is important to use technology to connect with others. Consider using technology to connect with grandchildren, etc.
- Explore online dementia education resources including jameslwestlearn.org
- Contact the Alzheimer's Association 24 hour help line 800.272.3900

Cognitive Activity:

- Depending on the ability level of the person living with dementia, consider making lists for things you would normally do (grocery shopping, building, cleaning, etc.), play games, read, trivia, art, reminisce, etc.
- Engage in sensory activities (touch, smell, sound)
- For more ideas and how to set-up an activity [click here](#)

Physical Activity:

- Take a walk to the mailbox to get mail, stretch, complete chair exercises, dance to familiar songs, etc.

Spiritual Activity:

- Watch an online religious service, recite/read the Bible, prayers and Devotionals.
 - > Listen to spiritual songs

Emotional Activity Suggestions:

- Reminisce using photo albums, tell stories, listen to favorite songs (For more ideas and how to set-up an activity [click here](#))

Managing Stress:

- Caregiver – Incorporate daily stress management techniques you're your routine (meditation, journaling, yoga, deep breathing, etc.) [Click here for a guided caregiver meditation.](#)
 - > Participate in an online support group, take 15 minutes relaxation breaks, seek in-home care if needed. Note: Routines are important in order to maintain a healthy immune system and sleep pattern.
 - Be realistic about what you can "get done" if working from home.
 - Manage your expectations – focus on the main things that need to happen and don't worry about all the little things.
 - Don't argue, boss, or force the person you are caring for. Go with the flow when the person's safety is not in danger.
 - Ask for help--In times of change your loved will experience stress and anxiety which can manifest itself in less sleep, agitation, more confusion, etc. Note: These are considered normal behavioral responses for people living with dementia.
- Care receiver – Try to maintain a structured routine as the person you are caring for will pick up on your anxiety, stress, and/or frustration.

James L. West is a faith-inspired, not-for-profit organization serving persons impacted by dementia. As a trusted expert, we provide personalized, innovative care and support for families, as well as specialized education for caregiver, healthcare professionals and the community at large.

The West Center presents this information with the support of the following organizations:





THE UNIVERSITY *of* NORTH TEXAS
HEALTH SCIENCE CENTER *at* FORT WORTH

CENTER FOR GERIATRICS

COVID-19 Special Edition:
Weekly Updates & Resources | April 8, 2020

Get the latest updates from HSC's Coronavirus (COVID-19) response at unthsc.edu/coronavirus.

TELEMEDICINE:

Receiving Healthcare While Social Distancing

During this period of social distancing, many older adults and others find themselves wondering how they can continue to receive health services in a safe manner. Through the use of Telemedicine, patients can receive healthcare from the safety of their own home, without exposing themselves to the risks associated with an in-person visit. Here are some frequently asked questions to help you navigate the world of Telemedicine:

WHAT IS TELEMEDICINE?

The remote delivery of health care services and clinical information using the internet or telephone technology. It is a two-way, real time conferencing between the doctor and patient.

WHO CAN PARTICIPATE IN TELEMEDICINE VISITS?

States have telehealth laws for appropriately licensed and supervised health care practitioners to provide telemedicine services. Patients must provide a verbal consent to participate in telemedicine visits with their health care provider.

IS TELEMEDICINE SAFE?

Yes, since it is guided by technical standards and clinical practice guidelines and backed by years of research and demonstrations. It is a safe and cost-effective way to extend delivery of health care.

As with any health care service, there are risks associated with the use of telemedicine, including equipment failure, poor image resolution, and information security issues. Also, a provider cannot physically examine the patient through telemedicine.

Health care providers make sure patients are informed about the risks of telemedicine and that provider-patient interactions are secure and confidential through HIPAA compliant telecommunication methods.

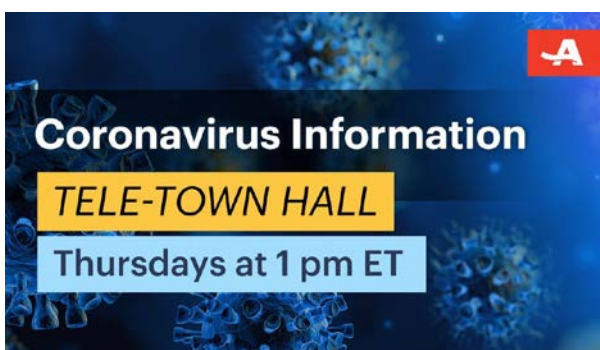
IS IT COVERED BY INSURANCE?

Yes, both Medicare and Medicaid and many private insurance plans cover telemedicine services.

WHAT ARE BENEFITS OF TELEMEDICINE?

Telemedicine helps family members and patients by: decreasing unnecessary hospital or doctor visits, decreasing the stress put on at home caregivers, and improves overall patient and family satisfaction. Patients living in rural areas are able to receive telemedicine services with remotely located health care providers.

For caregivers, it makes their job easier to meet the needs of their loved one. Caregivers have responsibilities of their own such as raising children to holding down a job. If they can consult with their older adult's doctor from their home, then they won't have to spend as much time getting the older adults to and from the physician's office. Caregivers can gain valuable insight and knowledge from a remote consultation thus improving the quality of care of their relative.



AARP is hosting weekly, live Coronavirus Information Tele-Town Hall events. Experts will be present each week for a live Q&A and will address your questions related to the week's topic. **You can participate by calling toll-free 1-855-274-9507, or listen to the live audio stream every Thursday at 1 pm ET.**

To listen live or for the latest coronavirus news and advice, visit [AARP.org/coronavirus](https://www.aarp.org/coronavirus).

TIPS FOR A SUCCESSFUL TELEMEDICINE VISIT

Whether you are a healthcare provider or patient, your first Telemedicine visit can be tricky or even intimidating. Below are some tips provided by the [HSC Clinical Practice Group](#) that can help you prepare for the visit and get the most out of your virtual experience.

Choose An Appropriate Setting & Device:

- Laptop with camera or phone with camera
- Headphones to reduce the background noise during your visit
- Reliable internet connection
- Private, quiet area for duration of visit

Install Video Conferencing Software on your Device:

- Download or install the recommended video conference software on your device before your appointment. If you do not know what software to use, contact your provider.
- Test your device to make sure settings are working properly.
- If prompted, give your computer/device permission to access your camera and audio.
- Make sure you can see yourself on the screen.
- Use the 'Test My Audio' feature to ensure your microphone is working properly.

Video Tips:

- Use a self-view on your computer/device so you can see what you look like on screen. A clear image of yourself can help others read your non-verbal cues.
- **Maximize** front-facing lighting, and **minimize** the lighting behind you.
- Sit up-straight with most of your upper torso, shoulders, and head visible in the video.
- If using a phone, prop it up to make it steady and avoid unflattering camera angles.

Audio Tips:

- Check to see if your microphone is muted when the visit begins. If prompted to speak, simply unmute your microphone so others can hear you.
- Speak clearly using an even volume and tone when speaking.
- Minimize distracting background noises, such as typing, paper shuffling, or music.
- Be careful not to say anything out loud that you do not want other to hear.

Be Courteous:

- Consider using headphones during the visit so protected health information is not overheard by others.
- Try not to multitask during the visit so you can stay focused.
- Avoid distractions such as side conversations, using your phone, or checking emails.
- Make an effort to look at the camera often - not the screen - to give the impression that you are giving direct eye-contact.
- If you are not speaking, mute yourself to reduce background noises that may be unavoidable.

CHEER OVER FEAR INITIATIVE



The purpose of this initiative is to provide our patients with some encouragement and cheer through letters, cards, drawings (from your kids), etc. We want to let our patients know that they are important to us and we are here to support them during this challenging time.

CHEER
OVER
FEAR

Contact our team members for more information
Natasha.Gordon@unthsc.edu
Leah.Johnston2@unthsc.edu
Kristen.Reuter@unthsc.edu

How You Can Help
DO: Tell them they are in our thoughts and we look forward to seeing them in the clinic again soon
DON'T: Mention any COVID-19 statistics that would incite fear

The [HSC - Center for Geriatrics](#) Social Work Team has created an initiative to help support our patient's emotional well-being during this challenging time. Please join us in providing some encouragement through letters, cards, children's drawings, or any other way you can to spread **CHEER!** Our Social Workers will be mailing these items directly to patients that we believe could use a little extra **CHEER!**

Contact us for more information:

Natasha.Gordon@unthsc.edu

MAKE A DIFFERENCE

Here are some ways YOU can make a difference during the COVID-19 outbreak.

Volunteer Opportunities:

Visit voly.org and click on the [Urgent Needs page](#) to locate COVID-19 volunteer efforts across DFW. The listings on this page are slowly growing, and it is the best way to stay up-to-date on the most current needs and getting signed up.

[Meals on Wheels](#) volunteers are needed. The UNTHSC Center for Geriatrics has adopted a daily Meals on Wheels route for meal delivery to homebound Fort Worth seniors. Please contact Sarah@mealsonwheels.org to sign up for the 'UNTHSC Center for Geriatrics' route.

HSC COVID Relief Fund

Through the **HSC COVID Relief Fund**, you can help HSC students facing personal hardships, inspire the work of HSC researchers, or supply front line health care workers with the personal protective equipment (PPE) they so desperately need. Visit unthsc.edu/covidrelief for more information.
