

LifeNotes

LIFESPAN RESOURCES NEWSLETTER

**MAY - JUNE
2020**

LifeSpan Resources MAIN OFFICE

33 State Street, Third Floor
P.O. Box 995
New Albany, IN 47151-0995

PHONE NUMBERS

Main Office812.948.8330
Toll Free888.948.8330
Websitewww.lsr14.org



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MAIN OFFICE HOURS

Monday 8:00am-4:30pm
Tuesday 8:00am-4:30pm
Wednesday 8:00am-4:30pm
Thursday 8:00am-4:30pm
Friday 8:00am-4:30pm

Look Inside!

From the CEO
LifeSpan Is Here for You!
Helping Clients In Need
Transportation Award Finalist
Thanks to our Senior Games Sponsors
Meet the Voice and Vino Singers and
Judges
Caregiver Connection
LifeSpan Hosts Successful Blood Drive
LifeSpan Gains NCQA Accreditation
Spring Fun and Games

LifeSpan's Work-From-Home Crew Never Fear, The Gang is Still Here for You!

The COVID-19 pandemic has caused a lot of difficult changes recently, but the LifeSpan Resources staff members have continued to provide our much needed client services, just in more remote settings... like home! Just call our main office number listed on the front of this newsletter and we will direct you to an Options Counselor for any services you may need.



Adjusting to Change

The Covid-19 pandemic has taken us all by surprise, and by storm. I sincerely hope all of you at home are maintaining your health – and your sanity! At LifeSpan, we have worked extremely hard to convert our work processes quickly in order to maintain our client services while carrying out the CDC recommendations for best practices such as social distancing and working remotely. Our priority from the very beginning was, and continues to be, protecting the health and safety of our staff and our clients.

I am so very proud of our team here at LifeSpan for their calm and seamless conversion to work-at-home stations, nearly-hourly decision making, daily crisis communications and continuation of services such as meals-on-wheels, transportation, case management and options counseling. Please know that we are here for you – and just a phone call away!



While we are sad we can't see you in person right now – at our congregate sites, along our meals routes, for in-person home visits, or at our Senior Games Gang events, we continue to serve you all – as we have for 47 years. LifeSpan is your area agency on aging and the only non-profit organization in southern Indiana serving home-bound elderly and medically fragile individuals with disabilities. We pray that all of us gets through this situation with our mental and physical health intact. **We miss you all and can't wait to see you again soon.**

In May and June we celebrate some special occasions:

- Happy Mothers' Day to all the moms and grandmoms. Enjoy your day on Sunday, May 10.
- National Nursing Home week begins on Mothers Day—we celebrate our fellow caregivers; these important folks are on the front lines of the Covid-19 outbreak.
- Older Americans Month in May: "Make Your Mark!" See article in this issue.
- Armed Forces Day, May 16, saluting our service men and women.
- Memorial Day on May 25, honoring our veterans.
- Flag Day on June 14—be sure to display your flag!
- Happy Fathers' Day to all the dads and granddads on Sunday June 16.

Be safe. Be healthy,

Lora Clark

Lora Clark, CEO
lclark@lsr14.org



LifeNotes is a free bi-monthly publication of
LifeSpan Resources, Inc.

33 State St., Third Floor, P.O. Box 995,
New Albany, IN 47151-0995

Please address questions or requests to the above
address or (812) 948-8330 or toll free 1-888-948-8330
or information@lsr14.org

CEO - Lora Clark Editor in Chief: Lucy Koesters

Executive Staff

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Angela Marino - Chief Operating Officer

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Lucy Koesters - Chief Business Development Officer

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LifeSpan Resources, Inc. assures that no person shall, as provided by Federal and State civil rights laws, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity.

COVID-19 Has Affected Us All; But LifeSpan Can Help!

The Covid-19 pandemic has been challenging; and for many people, very frightening. Please know that LifeSpan, your local area agency on aging, is here for you, as we've been for 47 years. Client services are continuing uninterrupted through this crisis. Meals-on-wheels are being delivered, transportation is available for medical trips and trips to the grocery. Case managers are still checking on all of their clients, options counselors are standing ready to field the increased number of calls for help, and the LifeSpan management team is keeping abreast of all statewide updates, and maintaining daily contact with each other to make important decisions. It seems that changes are being made hourly, but the one thing we are all striving for at LifeSpan is to continue taking care of our 3,000+ clients. You rely on us, and we are here for you – yesterday, today and tomorrow. Please do not hesitate to call us for information, questions, referrals, help, services, or just to hear a friendly voice. **Call 812-948-8330 to speak to an Options Counselor. Those are the folks with the latest information who can connect you with the help you need.**

COVID-19 

Here are the adjustments we are making through the outbreak to continue services:

Meals on Wheels (Meals to Go!)

Our home-delivered-meals provider, Masterson's, is continuing to deliver to all meals-on-wheels clients with weekly deliveries of 7-packs of nutritionally balanced, sealed frozen meals; and is well-prepared to handle increased need during this time. Meals are produced in a sanitary USDA facility and all kitchen staff are temperature-checked before working. Drivers drop meals at the client's door, call into the client's home, and visually confirm meals are received. If help is needed, social distancing is maintained.

Senior Hot Lunch/Congregate Program

All congregate sites are currently closed, but all participants who need meals are being served with a weekly 7-pack of frozen, microwavable meals from our Meals to Go! Program. We are sending flyers with activity suggestions to all of our congregate participants to help maintain mental and physical health during this shut-down; and we have added more puzzles and games in this issue to help entertain you while stuck at home.

Transportation:

We are continuing to provide critical medical trips such as dialysis, chemotherapy and social trips to the grocery. We are operating in all four counties for these trips.

LifeSpan is Here... continued on page 4.

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LifeSpan is Here... continued from page 3.

Drivers are being very diligent in sanitizing the vans after each trip.

Call 812-948-8330 if you need Transportation. Register for the program with an Options Counselor.

Senior Games

We cancelled the last two Senior Games Gang events for the year: March Bunco and April Horseshoes.

No decision has been made yet on the 34th Annual Senior Games scheduled for June 1 – 5, 2020, as of the time of this writing. We are, however, encouraging everyone to go ahead and register. All registrations will be honored at a later date, if postponement is necessary. See article below for registration information.

Case Management:

All case management staff, including supervisors, are working remotely from home and are set up with the technology they need to continue services to clients; mostly via phone assessments. Case Managers are also conducting welfare checks on all clients. Staff members are using Zoom meetings (online meetings where they can see each other) to keep updated. If you are a case-managed client, please know that your case manager is still available daily to answer your questions.

Aging and Disability Resource Center (Options Counseling):

All options counseling staff are working remotely but they stand at the ready to help. They are continuing to provide information and referrals for services over the phone. Please feel free to call 812-948-8330 for questions, assistance, help, guidance, referrals or just to hear that friendly voice!

Office Staff:

Our main office in New Albany is open, however; we are currently closed to visitors.

Most administrative staff are working remotely. A small number of staff are in the office to insure smooth continuation of operations. These staff are practicing social distancing.

Our management team is staying in touch daily to share information for important decisions.

Our communications team is doing crisis communications nearly every day with press releases, web site announcements, eblasts (email updates), and Facebook posts. If you are not signed up for our eblast, you can do so on our web site (www.lsr14.org). If you are not on Facebook, you may want to set up an account so you can follow our posts.

Our executive team is maintaining contact with the Indiana Division of Aging, Indiana Department of Health and keeping up with the latest directives from the CDC .

Senior Games – The Roaring 20's?

While 2020 has certainly “roared” due to the COVID-19 outbreak, it is obviously NOT what we had in mind when we came up with the theme for this year's Senior Games. LifeSpan Resources and the Senior Games Committee have been following the current situation closely and continue to focus on keeping our Seniors as safe as possible. That is why we want to assure you that Senior Games will take place in 2020 and all registrations will be honored later in the year, if necessary. We've always had a “roaring” good time at the Games, and we greatly look forward to being with each and every one of you again this year.



At the time of this writing, we are still unclear if we will need to postpone Senior Games, but please continue to register. We will keep you informed of any necessary changes as we get closer to the event. Check our web site and LifeSpan Facebook pages for updates. We will also call all registered participants once we have confirmed updates.

All area adults age 55+ are eligible to participate in Senior Games. The cost is only \$15 for the entire event and includes a t-shirt, lunches, snacks, door prizes, giveaways and awards. **To register:** Download the form on www.lsr14.org/senior-games.

HELPING CLIENTS IN NEED

LIFESPAN RAISES OVER \$3,500 TO PROVIDE TOILET PAPER TO 800 CLIENTS

LifeSpan Resources recently announced that over \$3,500.00 was raised in just one day, thanks to the generosity of Samtec Cares and individual donors.



The money raised was used to purchase toilet paper that will be delivered to the 800 meals on wheels clients that LifeSpan serves over the coming weeks. Masterson's Catering, a partner with LifeSpan in preparing and delivering the meals, will deliver the toilet paper to the clients at no charge.

Meals to Go! is a program that provides weekly frozen meal delivery to the homebound of Clark, Floyd, Harrison and Scott counties. All of the meals are prepared locally by Masterson's Catering of Louisville and meet 1/3 of the Indiana FSSA/DA daily required nutrients.

"The money raised will be enough to provide toilet paper for these individuals for the next several weeks," stated Lucy Koesters, Chief Business Development Officer at LifeSpan. "We are so thankful to have community-minded organizations like Samtec and others, that so quickly accepted the challenge and provided the funds to make this happen. We 'wiped out' the need quickly!"

For more information or if assistance is needed for meals, transportation or in-home services, please call LifeSpan at 812-948-8330 and ask to speak to an Options Counselor. Referrals can also be made through the agency's web site: www.lsr14.org



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TRANSPORTATION AWARD FINALIST

LifeSpan Transportation Program Named Finalist in the 1SI Non Profit Program of the Year

LifeSpan's Social Transportation Program is up for the One Southern Indiana "ONE" award for Non-Profit Program of the Year. The winner will be announced at the awards banquet later this year. While we certainly hope we win the award, it is also a very high honor to be named as a Finalist. Congrats to Ramona Miller and the Transportation Team for the amazing growth in the Transportation Program over the past year.



Here is the link to the awards announcement with all of the competitors listed: https://www.newsandtribune.com/news/finalists-announced-for-one-southern-indiana-one-awards/article_0264111a-58a7-11ea-bfae-6fd29f234570.html



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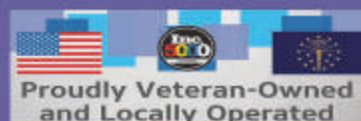
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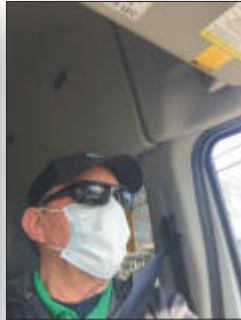


LIFESPAN HAPPENINGS

Happy Retirement to Keith Karnes

LifeSpan's long-time senior accountant, Keith Karnes, retired on April 1, after spending the last 38 years at LifeSpan! LifeSpan hosted a retirement lunch for Keith on March 13. Keith and his wife, Terri, plan to travel in retirement. We will miss Keith's quiet, steady work ethic, his charming smile, and his great sense of humor. We wish Keith the very best in his new retirement adventures.

Keith dressed in his retirement finest during his surprise party.



Taking care of our own...

During the Covid-19 outbreak, masks are increasingly important. We are fortunate to have two LifeSpan associates: transportation director, Ramona Miller; and volunteer receptionist, Amy King; making masks for our staff. All drivers and in-office staff have access to these masks for their protection and safety. Thank you!

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For more information on this year's gala, and to purchase tickets, visit one.bidpaL.net/voiceandvino

Older Adults and COVID-19

Older adults, 65 years and older, are at higher risk for severe illness. COVID-19 is a new disease and we are learning more about it every day.

What you can do if you have a serious underlying medical condition:

- **Stay home** if possible.
- **Wash your hands** often. Cover all parts with sudsy soap and wash for 20 seconds.
- **Avoid close contact** (6 feet, which is about two arm lengths).
- **Clean and disinfect** frequently touched surfaces.

Call your healthcare professional if you have concerns about COVID-19 and your underlying condition or if you are sick.

If you or a loved one have possible or confirmed COVID-19, here are some things you can do:

- Stay home from work, school, and away from other public places. If you must go out, avoid using any kind of public transportation, ridesharing, or taxis. Wear a mask.
- Monitor your symptoms carefully. If your symptoms get worse, call your healthcare provider immediately.
- Get rest and stay hydrated.
- If you have a medical appointment, call the healthcare provider ahead of time and tell them that you have or may have COVID-19.
- Cover your cough and sneezes with tissue. Dispose of tissue immediately.
- Wash your hands often with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.
- As much as possible, stay in a specific room and away from other people in your home. Also, you should use a separate bathroom, if available. If you need to be around other people in or outside of the home, wear a facemask.
- Avoid sharing personal items with other people in your household, like dishes, towels, and bedding.
- Clean all surfaces that are touched often, like counters, tabletops, and doorknobs. Use household cleaning sprays or wipes according to the label instructions.
- For medical emergencies, call 911 and notify the dispatch personnel that you have or may have COVID-19.



If you develop **emergency warning signs** for COVID-19 get **medical attention immediately**. Emergency warning signs include*:



- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

*This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.

For any additional questions about your care, contact your healthcare provider or state or local health department.

People with COVID-19 should receive supportive care to help relieve symptoms. For severe cases, treatment should include care to support vital organ functions. People who think they may have been exposed to COVID-19 should contact their healthcare provider immediately.

Source: <https://www.cdc.gov/coronavirus/2019-ncov/>

COVID-19 SCAMS

Fraudsters are Taking Advantage of COVID-19

In times of uncertainty, anxiety and crisis, it is a sad truth that fraudsters ramp up their efforts. Federal and state governments are not only ramping up virus surveillance, they are on the lookout for those that would take advantage of the situation. Here are some examples to look for:

- Web links to information about COVID-19 that install malicious code or lead to a scam site.
- Phone calls from persons pretending to be from the CDC, state or local health departments, Medicare, Medicaid or health providers.
- Advertisements for fraudulent products that claim to treat or prevent COVID-19.
- Requests for financial assistance or charitable donations for persons affected by COVID-19.

Be on alert for phishing scams or fraudulent emails, especially those pretending to be from the CDC or offering tests or vaccinations. Verify that any charity seeking your assistance is legitimate before donating. Consumers who believe they may have been the victim of a scam can file a complaint with the Indiana Attorney General's Office. Contact LifeSpan's SMP coordinator, Frankie Able at 812-948-8330 for more information or questions.



Older Americans Month 2020: Make Your Mark

Every day, older adults make their marks as volunteers, employees, employers, parents, grandparents, mentors, and advocates. They offer their time, talents, and experience to the benefit of our communities. Older Americans Month highlights resources to help older Americans stay healthy and independent, and materials to help communities support and celebrate their citizens.

This year's theme, *Make Your Mark*, highlights older adults' unique and lasting contributions to their communities. Communities that support and include all their members are stronger! Please join LifeSpan Resources in recognizing and celebrating the Older Americans that we serve. For resources, go to: <https://acl.gov/oam/2020/older-americans-month-2020>

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LIFESPAN HOSTED SUCCESSFUL BLOOD DRIVE

We're All in This Together: LifeSpan Sponsored Red Cross Blood Drive

On March 24, LifeSpan was able to hold its sponsored blood drive at the Floyd County YMCA, while over 4,500 blood drives across the country have been cancelled due to the Covid-19 outbreak. A requirement of holding a drive is the availability of restrooms with running water. With so many businesses closed, the Red Cross was forced to shutter many drives, leading to a severe blood shortage.

Upon learning that the blood drive might be cancelled, LifeSpan's blood drive coordinator, CFO Leslie Meek, sprang into action by contacting Mike Benson of A1 Porta Potty for help. A1 Porta Potty was able to donate a portable dual restroom building for the event, Mike even set it up and manned the station himself during the drive.

The blood drive was successfully held with a 50% increase in normal donations.

Thank you to LifeSpan's Leslie Meek and A1 Porta Potty's "Magic" Mike Benson, for making the blood drive happen, and many, many thanks to all who made appointments and came out to donate.

PLEASE: Mark your calendars for our next blood drive at the Floyd County YMCA on May 19, 2020! To make an appointment, please visit: www.redcrossblood.org



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LifeSpan Resources Receives Prestigious NCQA Accreditation



LifeSpan Resources, Inc. has been awarded a 3-year Accreditation of Case Management for Long-Term Services and Supports (LTSS) from the National Committee for Quality Assurance (NCQA). NCQA accredits and certifies a wide range of health care organizations with standards that improve the quality of utilization management, member connections, Medicaid services and benefits, member rights, population health management, credentialing and other components of health care. The accreditation places important weight on measuring participant-rated experience and health outcomes.

“Earning this accreditation demonstrates LifeSpan Resource’s dedication to the delivery of care in a person-centered and integrated manner to help individuals function optimally in their preferred setting,” said Angela Marino, LifeSpan’s chief operating officer. “These standards are set high to encourage us to continuously enhance the quality of the services we deliver.”

LifeSpan chief executive officer Lora Clark, said, “This very prestigious award is the culmination of two years of diligent effort. Angela and her team worked countless hours to obtain this accreditation. It just shows our dedication to creating an environment of continuous quality improvement within our agency.”

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SPRING FUN AND GAMES

Spring Word Search



Beautiful	Prickly	Weed
Bouquet	Rain	Yellow
Fertilizer	Red	
Florist	Romance	
Fragrance	Shrub	
Garden	Soil	
Greenhouse	Thorn	
Grow	Water	
Love	Wedding	









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SPRING FUN AND GAMES

Spot the Differences

Can you spot the 12 differences between these two images of a hiker walking through the woods?

ComParrot by Bonnie J. Malcolm

Can you spot 12 differences between these pictures?

Solution: 1. Hair on right is missing. 2. Snow on mountain is missing. 3. Pack pocket detail is missing. 4. Top of nut is missing. 5. Stripe on pocket is missing. 6. Tree knot-hole is colored in. 7. Toe on boot is colored in. 8. Flowers have moved. 9. Bush detail above boot has moved. 10. Stick is longer. 11. Stump knot-hole is flipped. 12. Pack flap is longer.

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