



THE WAVE

The latest news and updates from LifeCircles PACE



Maintaining Connections During COVID-19

by Luke Reynolds, Executive Director



2020 has certainly been a momentous year! The requirement to stay home and avoid interacting with others reveals how important human relationships are. Not being able to see loved ones is a reminder of how easily relationships can be taken for granted. If you are missing someone, please give them a call to let them know how important they are to you.

As we continue to stay home and stay safe, here are some conversation starters to help you stay connected the next time you talk to someone:

- What activity do you miss the most?
- Who are looking forward to seeing again?
- What have you learned about yourself during this crisis?
- What is your favorite summertime memory?
- What are you grateful for?

Looking forward to reconnecting with people is one of the things we can all do to stay hopeful and encouraged. Your LifeCircles team really misses seeing all of you at our day centers. Even though we can't bring you into the center, it doesn't mean we aren't thinking about you every day. Springtime is gradually becoming summertime, so I trust you're enjoying some fresh air and sunshine. Our hope is that the COVID-19 infection rates drop so we can slowly re-open our day centers later this summer.

Thank you for being part of the LifeCircles family, and for your wisdom and knowledge. I am grateful to you all.



A warm welcome:

Our entire LifeCircles family welcomes these new participants to our program. Though you've joined us during a unusual time, know that we are here for you and can't wait to show you all we have to offer.



Sofia A.



Bonnie O.



Linda J.



Phyllis R.



Linda G.



Jay G.



Dolores P.



Ralph S.

Photos coming soon:

- Mansur A.
- Ruby B.
- Mike H.
- Sue B.



Life finds a way

by Reverend Miriam Bush,
LifeCircles Spiritual Director

- March 19. Spring - NOT cancelled.
- April 12. Easter - NOT cancelled.
- April 22. Earth Day - NOT cancelled.
- May 10. Mother's Day - NOT cancelled.



Consider the lilies of the field and the birds of the air -- migration and nesting preparation are under way; tulips, daffodils and forsythia are not holding back. In the midst of COVID-19 the earth herself has had a "breather"; city smog has been reduced clearing the skies. Life finds a way. All creation is practicing resurrection, coming to life. So, take a moment each day to look out your window or step outside into the sunlight. Listen for bird song. Notice the greening . . . maybe even see a butterfly on the wing. Look for the ways life continues to unfold and let it remind you that this season of isolation, separation, illness and death will also pass.

I've been reading *The Book of Joy*, conversations between the Dalai Lama (who has lived in exile from his native Tibet) and Desmond Tutu (who was a key leader during and after apartheid in South Africa). They spoke of many difficult times in human history that invited patience and endurance. In their conversations they laughed together, A LOT. They were joyful even during the hardships they faced. They talked about several important qualities that made for JOY; a humble spirit, humor, forgiveness, acceptance of what is, gratitude, compassion and generosity. They said, when we look beyond ourselves and look at the bigger picture of life - when we are grateful and generous in heart and mind, then small things become precious and we can be held in grace and peace.

Look for signs of life that are gifts given to you today. LIFE surrounds us offering hope with each breath. Give thanks for the phone call, the visit, the support and help of those who are present and attend to your well-being. May joy come your way even as **life finds a way**.

Peace to you - Mimi





Did you know

The LifeCircles team has been working hard behind the scenes during the COVID-19 pandemic. We've been calling you and delivering needed medicines and supplies. Our teams have done video therapy treatments, face time recreation visits and more. We've helped AgeWell Services deliver Meals on Wheels and have helped provide curbside meals to community seniors in need.

A time for gratitude

"Gratitude is a powerful catalyst for happiness. It's the spark that lights a fire of joy in your soul." - Amy Collette

LifeCircles provides a complete health and social program to help people avoid moving into nursing homes. Our experienced team of senior care providers is able to provide a lot of support, creative solutions and care. Our team also looks to community partners to collaborate with to provide you with the best possible services and tools to meet your needs. These community partners deliver medical equipment like oxygen, or provide you with dialysis. They provide transportation, the meals in and out of our centers, and personal care inside your home.



Now, more than ever, we know how much community means to us. We are grateful for all of the organizations and businesses that help us support you in staying safe at home. LifeCircles has placed thank you signs outside of these organizations as a small token of our thanks.

During this unusual season we've also turned to community businesses and organizations to help us stay supplied with Personal Protective Equipment (PPE), hand sanitizer, face masks and more. A big thank you to the generosity of: (next page)

Gratitude continued

Thank you!

- WOW Hair & Body Care (gloves)
- Coppercraft Distillery (hand sanitizer)
- Hybrid Machining (face shields)
- Seamstress Shauna Patton (isolation gowns)
- Tieks by Gavrieli (cloth face masks)
- LifeCircles' team members and their families
- LifeCircles' participant family members



**GET
SOCIAL
WITH US**



STAY UP TO DATE
ON OUR SHENANIGANS
LIKE US ON FACEBOOK!

www.facebook.com/LifeCirclesPACE



"The most important things in life are the connections you make with others" - Tom Ford





Reducing stress with movement

If asked, most people would say they'd like to feel less stress in their lives. Did you know that regular exercise and movement can have a calming and relaxing effect on our brains? You don't have to run a marathon to experience these feelings. You can feel positive effects of movement right in your own home.

During normal Day Center attendance our teams encourage you to move your bodies throughout the day through fun games, short walks, exercise classes and dance. While we can't dance with you in your living rooms right now, we can give you some tips on finding ways to safely move your body, and hopefully reduce some of your stress and anxiety.

If you have questions about how **YOU** can move safely in your home, give your therapy team a call. They have great ideas just for your unique situation. Call the Muskegon Center at: 231-733-8686. Call the Holland Center at: 616-582-3100.

Listen to your body and only do what you feel comfortable with:

- March in place during a TV commercial break (can be done in your chair or standing)
- Take a short walk - inside or outside
- Dance to your favorite music (can be done in your chair or standing)
- Arm curls with bottles of water or canned vegetables



Fun and games

Routines can be comforting. Routines give your day structure, and help you know what to expect. However, there is something to be said for making time to do something a little out of the ordinary. Why not make time to do something different, like play a new game?

We play a number of games in our centers - some are simple, others are complex, but all games offer some benefit to our brain. Games help us focus our attention, think about things in new ways, give us an opportunity to laugh and connect, etc.

You don't need a special game board or complex pieces to complete a scavenger hunt game. A scavenger hunt can be done inside of the house or in your neighborhood. They can be customized to you or your loved one's current strengths and interests. You can look for particular objects, or you can reminisce about favorite past times. If you can, go for a walk or a drive and look for things in your neighborhood. Try to complete the scavenger hunts below. If you enjoy them, try to think of more things to look for or talk about.



Scavenger hunt in the neighborhood:

- A red sign
- A child's swing
- A blooming flower
- A barn
- An animal
- A muscle car or classic car
- A church

Scavenger hunt to reminisce:

- A place I used to work
- My favorite park
- My favorite restaurant or pub
- The house of an old friend or relative
- A school that someone in the family attended
- The outfit I looked the sharpest in

Participant interviews

In this time of isolation, it is nice to hear from friends



Maggie W.

How do you stay hopeful?

You can't control everyone, you can only do what you can do, and just pray for the best. I rely upon my spiritual beliefs, and we will get through this. I talk to family on a regular basis, and have a few good friendships. This has given us a new reason to keep in touch. Someone from LifeCircles calls me every week - knowing that I have someone checking up on me is something that I appreciate.

What is the first thing you want to do when you get back to the PACE Center?

Say hello to the staff. I've yet to meet a staff member that isn't a joy to be acquainted with. I am grateful for them. I also miss my wild little bunch at the center. I've been thinking about the ladies I usually sit with quite a bit.

Do you have any advice to help others get through this time?

Don't be afraid to turn to the people who are there for you. Don't be afraid to call your neighbors or family members. Just call to check in on them, it's good to hear another voice. Take this as an opportunity to think about what you can do for others who are less fortunate. God gives us grace to find our own way, when we stop and think about someone else.

Has LifeCircles made a difference for you during COVID-19?

The team knows what I need and gets things to me in a timely fashion. Big kudos on getting the medications out. The deliveries have been great. I didn't have to wait until the first of the month to get them. LifeCircles is still coordinating my transportation to make sure AgeWell and Pro Med get me to and from dialysis.

What has joining LifeCircles meant to you?

It's just been a great experience overall. I love being a participant in the LifeCircles program. If there weren't so many perks to the program, I'd be plotting my way to get back to family who live out of state. It's been a pleasure getting to know the team there. It's just a great program, there are some downsides, but the pluses outweigh the minuses no matter how you look at it. I don't know why it took so long for a program like this to exist.

How do you stay hopeful?

I keep telling people all the time that you can't just go 'poor me, poor me'. You've got to put that behind you and go on. I've also been busy doing the exercises that therapy sent me, especially the ones for my hand so I can get back to playing the keyboard at the center.

**Linnea I.****What is the first thing you want to do when you get back to the PACE center?**

I want to hug everybody. I really and truly miss everyone. I look forward to going. The first time I went I thought 'how can I stand this place?' but now I really miss it. I pick on the people I like the most. I can't wait to pick on Chris and Zeke. I miss looking out for my friends that I've met at LifeCircles. I hope everyone is doing ok.

Do you have any advice to help others get through this time?

I tell friends jokingly, 'All you need is a good man, a roll of toilet paper, and a loaf of bread.'

Has LifeCircles made a difference for you during COVID-19?

I don't know what life would be like if I didn't have LifeCircles during this. Yesterday two people called me from PACE and I had one delivery. Even though I live alone, I don't feel like I am alone with all of the care I'm getting. I just want the staff to know that every time one of you guys calls me, I want to tear up. Just knowing that you guys really care about me.

What has joining LifeCircles meant to you?

Everyone has been really good to me. At first I thought, 'this isn't for me', but I've made friends and have a ball at the center. I think I've got it bad, but then I get there and start looking out for others. It takes my mind off of my own worries. I love teasing people and making them laugh. I think of going into LifeCircles like my new work. It's my job to go in and make someone's day.

You know, I used to be a concert pianist, but then I had those strokes. I haven't played in so long but the people at LifeCircles worked so hard, and believed that I could learn to play the keyboard once I got some of my strength back. I actually played my first song at the center before all of this. I'm trying not to cry, but it has been such a good thing for me.



Your rights at LifeCircles

Your satisfaction is important to LifeCircles. We do our best to provide you with necessary supports, services, and medical care. As a participant in the LifeCircles PACE program you have specific rights. You were provided a copy of your Participant Rights during your LifeCircles Enrollment Meeting. You are also provided an opportunity to get a new copy each year, by a LifeCircles team member. If you would like another copy of your Participant Rights, please contact your social worker. We'd like to remind you specifically about your rights to file grievances (complaints), and to appeal a decision (if the Interdisciplinary Team denies something you feel is medically necessary).

Filing a Grievance:

You or your representative have a right to file a grievance about anything you are dissatisfied with regarding our program or your treatment. You may file a grievance with any LifeCircles staff member either verbally or in writing. You can reach us by calling: Muskegon 231-733-8686 or by calling Holland at 616-582-3100 or toll free at 1-888-204-8626. Once you or your representative has filed a grievance, we will log your grievance and respond to you as soon as possible, but no later than 30 business days from the date we receive it.

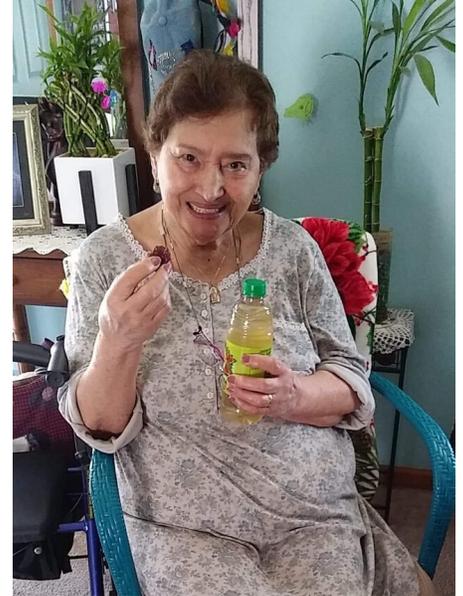
Your rights continued

Appealing a Decision of LifeCircles:

You or your representative have a right to file an appeal if LifeCircles refuses to provide or pay for a service that you feel is necessary for your health. If your team denies a request for services, payment or reduces your services, you will receive written information about the denial and how to file an appeal. All appeals are kept confidential. You may appeal the internal LifeCircles team, or you may appeal using the external Medicare or Medicaid Appeals process. Please talk to an Interdisciplinary Team Member if you would like help filing either type of appeal. You may only file an appeal with Medicare through a member of the LifeCircles team. You can file an appeal directly with Michigan Medicaid by writing or calling the following within 90 days of the decision:

**Michigan Administrative Hearing System
Department of Community Health
Administrative Tribunal
PO Box 30763
Lansing, MI 48909
(877)-833-0870**

The faces of PACE





560 Seminole Rd.
Muskegon, MI 49444

12330 James St. Ste H-10
Holland, MI 49424

Know someone who could benefit
from joining LifeCircles PACE?

Call today to discuss eligibility with our
enrollment coordinators.

231-733-8655 or 616-582-3100

PACE Lock-In Provision: You may be fully liable for the costs of medical services from an out-of-network provider or without prior authorization (with the exception of emergency services)

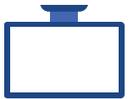


616-582-3100

231-733-8686



www.lifecircles-pace.org



LifeCircles PACE



Stay in touch!