



COVID-19 UPDATE

For Residents, Family Members, and Staff
Friday, May 22, 2020

In anticipation of North Carolina's Phase 2 plan going into effect later this afternoon, we want to share with you that we are actively evaluating how the steps toward "reopening" North Carolina could impact the protective health and safety measures The Pines has had in place.

We do not have firm answers for you yet. We are still working through the potential risks these Phase 2 steps may pose to older adults and how these risks could be lessened. It's also important for us to **note this citation from the Governor's Executive Order No. 141 that "high risk individuals are very strongly encouraged to stay at home and travel only for absolutely essential purposes."** The CDC includes all individuals 65 years of age or older among the "high risk" group.

Please look for more discussion on this important topic in next week's UPDATES and also plans for new activities sponsored by The Pines coming soon. Our strategy for recovery here will be along the lines of a dimmer switch brightening a lamp, rather than an "OFF/ON" switch.

In the meantime, please stay safe over the weekend and please take a moment on Monday to remember and honor those who have served and sacrificed for all of our freedoms.

No New COVID-19 Cases

Active COVID-19 Cases at The Pines as of 5/22/20

Health Center Residents:	7 cases
Health Center Staff:	3 cases
Non-Health Center Staff:	4 cases

HELPFUL INFORMATION

Memorial Day Remembrance

This Memorial Day, flags will be erected on The Pines' front lawn to commemorate and honor deceased residents who served our country in one of the branches of the Armed Services. Thank you, Wendy Tobin and her family, for creating these flagpoles and arranging for this very special form of remembrance.

Scam Alert Related to Contact Tracing

Thank you, Jennie Clifton, for sending information about some red flags to watch out for if you get a text claiming to be from a contact tracer:

- **Poor English:** Many scam operations are based outside the U.S. Even if they have an American area code, it's possible to spoof it easily. Watch out for unusual spelling and grammar, especially when it claims to come from a government source.
- **A link:** Real contact tracing texts are notifications of an upcoming call. They will not include links for you to sign up or provide information. Ignore any texts that include a link.
- **Requests for personal data:** The only information you'll be asked during a legitimate contact tracing session is who you've been in contact with, and potentially their phone numbers. Even then, this kind of information would be asked during the call, not upfront in a text. Ignore any texts that request personal information about you or others.
- **Alarmist language:** Some of these texts will use frightening or sensationalized language to get you to act urgently. If you get scared enough to click the link they include, you're already in trouble. Real contact tracers will work with you professionally and refrain from alarming you. They have to do this all day, after all. They don't need the stress.
- **Requests for money:** Anything asking you to submit a payment of some kind can be disregarded. Contact tracing programs shouldn't cost you anything to be a part of. Any requests for payments in the form of Bitcoin or gift cards are also major red flags.

To protect yourself, the FTC also recommends enabling two-factor authentication for all your important accounts, as well as potentially activating "Do Not Disturb" on your device to block spam text messages. In the end, these scams can't hurt you so long as you avoid being tricked. Since fraudsters around the world are stepping up their tactics, this won't be an easy task. Stay safe, stay vigilant and whatever you do, please don't click on links you don't recognize. It's a recipe for disaster that no one can afford today.

Director of Resident Services

When we referred to our Director of Resident Services in a recent Update, we inadvertently did not include a name and contact information. Stephanie Clontz is The Pines' Director of Resident Services. She can be reached at 704-896-1454 or at ext. 1454.

Wildlife Visitors

It's delightful to know we share this campus with other creatures including a box turtle, spotted by Housekeeping Supervisor Greg Hines (photo left) and a pigeon guarding its nest (photo right, provided by Mike Petropulos).



Hummingbirds

Speaking of wildlife...Recently, a resident living in the Assisted Living Wing asked the Culinary Department if, alongside her meal, the staff could provide a small meal for the hummingbirds that visit outside her window. They were delighted to provide the meal. (She kindly even provided the recipe!) She writes, "My neighbors and I...and the local Humming Birds are most grateful for the delicious replenishing of the feeder and having the joy of watching these activities, nature is very good to us. With lots of gratitude...The Watchers"

Video Storytelling Platform

Megilla, video-storytelling platform designed to bridge generations and record treasured stories, are making an early version of its platform free (until June 1) for everyone to connect with family and friends, in a deep and meaningful way, during the quarantine. This organization writes, "*The COVID-19 pandemic has exacerbated the loneliness of millions of older people,' said Dr. Scott A. Kaiser, Director of Geriatric Cognitive Health at the Pacific Brain Health Center and CIO for the Motion Picture & Television Fund. The benefits of social connection—the antidote—are clear. Solutions, like Megilla, provide social connections and purpose that are needed now more than ever.*" If you are interested in exploring this video platform with your family or friends, here is the link: **Megilla**

Limited Services Reopening for Fifth Third Customers at The Pines

Fifth Third customers who need to access their safety deposit boxes and/or need notary services can call the Fifth Third branch in Davidson (704-892-4644) to schedule an appointment at The Pines. A representative will be available at The Pines on Wednesdays for

these residents (who have called in advance). Residents need to be prepared to mask during their appointments.

Closing Image

Thank you, Emmie Hancock for sharing the image below along with these words,

“This painting, “Joy Cometh in the Morning” is hanging in my bedroom and gives me hope every day. It was painted (oil on canvas) by my sister in law Carol Jones Hay and inspired by Psalm 30:5 “weeping may endure for a night, but joy cometh in the morning.” Carol and my brother Pete Hay were good friends with George and Ellen Ramsey at Presbyterian College.”

