

March 2020

## Operational Memo

RE: COVID 19 and Palco General Business Operations

Palco knows that during this time of uncertainty, the people we serve and those who use our services have needs that don't stop. Palco has taken steps to ensure the safety of our staff and community without any interruption to our business operation. **All services including payroll, customer service, support coordination and enrollment will continue with no change to the quality of the services!** Palco will be leveraging our technology resources to allow staff to work remote as well as hold meetings and events remotely.

As information is changing quickly, we encourage you to remain in close contact with your state's aging and disability offices to stay informed regarding the latest guidance and updates:

- [Arkansas](#)
- [Colorado](#)
- [Kansas](#)
- [Louisiana](#)
- [Minnesota](#)
- [Nevada](#)
- [New Mexico](#)
- [Pennsylvania](#)
- [Texas](#)

### Emergency Preparedness for our Members:

- **Back-up Caregivers:** Ensure you have back up caregivers enrolled with Palco in case your regular caregivers cannot work. If your caregivers get sick or have sick family members, they may call in last second; make sure you have a plan if this happens. You may want to hire someone as a backup resource just in case. Palco is expediting all Enrollments at this time of need to ensure those in need can get the care they require quickly!
- **Stock up:** Stock your household with food, supplies and medications when possible. We know that many of those we serve are immune-compromised and have health issues that make them more susceptible to illness. Find people who can assist you with shopping and supply pickup.
- **Take precautions:** Verify that your caregivers are using personal protective equipment, sterile and safe practices and washing their hands often. Make sure they are trained on exposure, prevention and recognizing symptoms to help keep them and you safe. Clean common areas and frequently touched surfaces daily.
- **Communicate:** Talk with your caregivers about how they are feeling. Tell your caregivers to speak up and stay home if they are not feeling well or are showing symptoms. According to the CDC symptoms include fever, coughing and shortness of breath just like the flu. They may appear in as few as 2 days or as long as 14 days after exposure.