



First, we want to thank you for your continued care, commitment, and dedication in all that you do for your staff and residents. We know how tough times are right now, but your continued perseverance is what motivates us to work even harder to serve you and help you through these difficult times. You are on the front lines doing what you do best, and for that we thank you!

We hope the quick resources below can provide some beneficial information to you during this time, and we have also attached a little something special to help you, your staff, and your residents as well!



COVID-19 Updates from President of AHCA/NCAL



"Glee in Threes"

Mark Parkinson, President of the American Health Care Association/National Center for Assisted Living, provides a video update on the COVID-19 situation in Assisted Living and Long-Term Care Facilities (Video).

In such unprecedented times, let's focus on the finer things in life and the little things that make us happy! We've created a fun list for your staff and residents to fill out of the little things that make them happy and fill them with glee! The list is attached to this email for you to print out at your leisure!

[VIEW VIDEO](#)

We have a new rating system!

We are happy to announce that we have recently launched a new rating system with Instanda! This rating system helps automate, standardize, and speed up different aspects of our underwriting processes. What does this mean for you? In the near future as the rating system goes into full swing, PCALIC members will soon be able to realize benefits including:

1. Shorter times between binding renewals and receiving renewed policies
2. Reduced time between requesting a renewal quote and receiving quotes
3. Quicker endorsement issuance.

We look forward to utilizing this new rating system to better serve you and your facility's insurance needs for many years to come!



A Message from PCH

We are very proud of the work of all of you, our PCH Member Insureds. We are in a marathon; while it seems like the finish line should be in sight, no one, expert or clairvoyant, is able to predict exactly when it will end. Unfortunately, it looks like we're earlier in the race than your weary legs likely feel. We know you've probably found your footing in the "New Normal" by now, so we thought we would share some guidance from trusted resources on keeping up with the ever-changing COVID-19 landscape.

Get Email Alerts. Monitor the most current information and guidelines related to the pandemic issued by your state regulatory agency and federal guidelines. You can do this by signing up for email alerts and making sure you review them when received. Here are some links for signing-up to some trusted sources:

) CDC: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/long-term-care.html>

- (Left side of page below the menu)
-) World Health Organization (WHO): <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
 - (Subscribe to newsletters on bottom right)
-) Go to your state regulator's website and find the COVID-19 email alert sign-up.
-) If you belong to a professional organization you trust, go to their website and find relevant COVID-19 information and look for the email alert sign-up.

PCH Loss Impact Hotline. Please do not hesitate to call the PCH Loss Impact Hotline for questions or resources, including those specific to COVID-19. Find the phone numbers at <https://pchmutual.com/pch-loss-impact-hotline/>

Document Your Actions. This includes procedures, protocols, supplies and actions. You need to reflect the facility's efforts to comply with the critical elements associated with preventing or reducing the transmission of COVID-19. This is best done by written procedures and protocols supported by written documentation or forms that demonstrate they were followed. For example, retain your written visitor protocol, when it was put in place and documentation supporting that it was followed (such as visitor logs, etc.). Another example, if you do not have the proper Personal Protective Equipment (PPE), document when you ran out and the efforts you undertook to get more, and/or what you did to meet the PPE requirements to the best of your ability in the interim, and when the new PPE came into use.

Be Good to Yourself. In our last email we shared some strategies for self-care and positivity to take. Follow the infographics below for ways on how you can continue to take care of yourself and your well-being during these challenging times.

Give yourself a break!

Easy care tips for caregivers.



Walk

Take a walk. Get some fresh air walking outside if you can.



Meditate

Search for mindfulness apps on your mobile device. You can also sit quietly listening to music on headphones.



Yoga

Find free yoga sessions of all levels and lengths on YouTube.



Happy Photo Album

Make a mobile/digital photo album of favorite photos of people, places, and good times.

Take Care of Your Own Health



Easy care tips for caregivers.



Get Good Sleep

Set a goal and establish a good sleep routine.



Eat Healthy Foods

Bring healthy, whole foods to work for meals and snacks



Exercise

Dedicate a few hours every week to walk, run, stretch, or even do light exercises to stay active.

Nurture positive relationships

Easy care tips for caregivers.



Make Time to Talk

Feeling overwhelmed? Talk to a close friend or family member over the phone or video chat.



Avoid Negativity

Limit interactions with negative people or other distractions that may dampen your mood.



Take a News Break

Easy care tips for caregivers.



Separate from Social Media

Take time away from your social media feeds to write in a journal, watch a feel-good movie or TV show, or read a book.



Make a Happy List

Write a out a list of things or people that make you happy, things you want to do, or things that have great meaning to you.



Tell us how we're doing!

We understand how dedicated you are to your care operations and how busy you are. If you have a spare moment, we would love to hear your thoughts on how we are doing!

[COMPLETE OUR SURVEY](#)

OUR MISSION

The mission of PCALIC is to provide, and maintain quality insurance protection at an affordable price for Adult Residential Care Facilities through streamlined risk management systems.

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“Glee in Threes”

Let’s think about the things that make us happy and full of glee! For each category below, simply write down three favorite things or things that make you happy.

Then, share them with fellow residents, coworkers, and family!



Food

- 1.
- 2.
- 3.

People

- 1.
- 2.
- 3.

Books

- 1.
- 2.
- 3.

Songs

- 1.
- 2.
- 3.

Movies

- 1.
- 2.
- 3.

Activities

- 1.
- 2.
- 3.

Candy

- 1.
- 2.
- 3.

Places You’ve Visited

- 1.
- 2.
- 3.

Holidays

- 1.
- 2.
- 3.

Recent memories that make you happy

- 1.
- 2.
- 3.