


## Monthly OHIC Programs COVID-19 Call, October 28, 2020


# Email Examples Handout – Audrey Cole, CT SMP


10 July 2020: Self-Care, future training options, technology needs & limitations, supplies in & available, explosion of COVID-19 frauds, etc.

Summer in full swing SMP Team Volunteers!

**Audrey Cole**  
Fri 7/10/2020 11:58 AM  
To: Senior Medicare Patrol Volunteers



 SafeWorkplaceRules WCAA...  
71 KB

 SMP video banner June 2020...  
166 KB

4 attachments (785 KB) Download all Save all to group library

Hi SMP loyal Team Volunteers!

Hope you are enjoying the self-care gift that was sent to all of you ... and the past few months have not been too difficult. YOU ARE MISSED!!!!

Summer is now in full swing ... and although we do not have complete answers as to what COVID-19 will involve in our futures, it is important that we gear up for the next steps for our program in this new reality.

The SMP state director (Erin) has asked that I poll all of you as to what type of training you'd like to have moving forward? Last week I interviewed and gave the SMP powerpoint orientation to our newest SMP Volunteer on ZOOM. There will be an on-line SMP Foundations training coming up ... and we'd like to know the following:

1. How many who have already taken this (last given September 2019) ... would like to take this again on-line? It can be a refresher.
2. If you have not already taken this, would you sign up for the on-line ZOOM training or would you prefer to wait until it is offered in-person here at WCAAAA?
3. If you can do on-line ZOOM training, what is your time preference?

For those who do not have the technology to attend a ZOOM meeting ... I KNOW all of you have telephones ... so you can call in and attend that way too! I am planning a ZOOM meeting near the end of July ... for all of us ... just to learn about ZOOM ... how it works ... and to SEE ALL OF US TOGETHER again. We can test this out ... and work out all the bumps in the road together. The time that seems best for all is late mornings ... so I'm thinking of a meeting on **July 29<sup>th</sup> Wednesday from 10:30 to 12?** If I get enough of you saying YES ... I'll send out ZOOM invitations and you'll need to respond by saying "accept." I'm also going to include a discussion of TRAX/smpresource.org so each of you have a better idea as to how to use and maneuver through this wonderful SMP education resource. I will contact separately those who prefer to telephone in ... with the telephone number to call in with on the 29<sup>th</sup>.

I have been busy here ordering new supplies in anticipation of our new outreach strategies. I ordered SMP backscratchers/shoehorns (Virginia's idea at our last meeting) and EVERYONE seems to love these. Please see attached photo. I also ordered 3 tall SMP posters (see attachment) for tabletop presentations (am thinking of starting to use them at the Farmers Markets because these seem to be hot places to go just now) where we can still get out and implement social distancing with masks. These can be signed out for your use. I also have 2 very inexpensive SMP computers that can be used for on-line education purposes (not powerful enough for ZOOM though), that can also be signed out to SMP Volunteers. And we now have SMP Spanish brochures!


As you all already know ... Medicare & Medicaid fraud is exploding under the guise of the COVID-19 pandemic. Fraudsters are finding new innovative ways to con vulnerable people into giving up their confidential information during the pandemic. "Contact tracing" (through telephone calls or text messages) scams are the latest ploy to take advantage of our fears. Advise people not to respond ... or alternatively make sure they get a 2<sup>nd</sup> and 3<sup>rd</sup> opinion from someone they trust (preferably their Doctor) before even considering a reply. Much information about this is found on smpresource.org, and I'll discuss this at our first on-line group ZOOM meeting. Also, for anyone one who does not have Internet access ... it is possible to do some of the SMP training here at WCAAAA on the 2 SMP computers ... but these must be scheduled ahead of time and strict compliance with our COVID-19 policies MUST BE MAINTAINED at all times (see office policy attachment).

Best to all and hope to see many of you soon!

**Audrey**  
Audrey Cole

4 August 2020: ZOOM follow-up, step by step TRAX, navigating, connectivity issues, future in-person meetings, CT COVID-19 compliance, etc.

**AC** Audrey Cole  
Tue 8/4/2020 10:51 AM  
To: Senior Medicare Patrol Volunteers



Show all 7 attachments (1 MB) Download all Save all to group library


Hello SMP Loyal Team Volunteers:  
Welcome to August ... for some reason my favorite month!

Attached are the screenshots I took and discussed at our meeting last week of the various stages of signing in to the smpresource.org website and TRAX (our education system for SMP Volunteers) ... for those who would like to do some training on their own ... or just want to know how to begin.

And thank you to all who could make the July 29<sup>th</sup> meeting ... we had 14 attendees (with 2 telephone call-ins)! I very much appreciate your support & positivity during these difficult times.

I checked with Francesca on those who recently took the CHOICES training. The Privacy & Confidentiality Training (screenshot #6, 4<sup>th</sup> row down) WAS NOT INCLUDED. For those who would like to start on at least ONE training ... this might be an easy one ... as it is under an hour ... and is always relevant to our work. If anyone has ANY issues ... please call me and I will assist! We may have to make an appointment ... as I need to organize my days. Will be scheduling SMP Foundations Training on-line and on ZOOM ... we have some new people ... and anyone who would also like to join as a refresher. The "Welcome to TRAX Library Users" followed by The SMP Resource Center Practice Curriculum is where to start. Just take it step by step.

At some point ... I hope to be able to make appointments for those who do not have an internet connection/computer ... so they may be able to do some of this work at WCAAA. But we must wait until our office policy changes regarding the COVID-19 pandemic. Also, remember if you go out of state on vacation or a visit ... you must comply with Connecticut's COVID-19 watch list and self-quarantine for 2 weeks for the safety of both yourself and those you love. Governor Lamont's office does important updates as circumstances change: <https://portal.ct.gov/Coronavirus/travel>



### Travel Advisory for Visitors to Connecticut

Travel Advisory for Visitors to Connecticut . Executive Order Regarding Travel: Pursuant to Governor Lamont's Executive Order No. 9C, anyone traveling into Connecticut from a state with a positive case rate higher than 10 per 100,000 residents, or higher than a 10% test positivity rate over a 7-day rolling average, or from a country for which the Centers for Disease Control and Prevention (CDC ...

portal.ct.gov

Some of those states maybe were fine a month ago ... but today ... no longer.

We here at WCAAA and SMP care about the safety of all ... our staff and volunteers and every individual person.

Best,  
*Audrey*

### 3 September 2020: Storm at WCAAA, 2 SMP articles in newsletter, English/Spanish CT contact tracing flyer handouts, words of support, etc.

#### September SMP news!



Audrey Cole

Thu 9/3/2020 11:32 AM



To: Senior Medicare Patrol Volunteers



AUG-SEPT 2020 WCAAA New...

7 MB



COVID-19 Contact Tracing Sc...

188 KB



COVID-19 Contact Tracing Sc...

172 KB

5 attachments (18 MB) Download all Save all to group library

Hello loyal SMP Team Volunteers!

Our intrepid crew here at WCAAA was holding down the fort last Thursday when the violent storm/possible tornado came through around 3:40 PM Thursday afternoon. Lights went out, computers & telephones down. We weren't properly up and running again until Monday afternoon. I've attached 2 photos to show some of the damage. In the past few months we've become a bit tree-less here as so many keep coming down during these crazy storms we've been having!

Attached is the WCAAA AUG-SEPT 2020 newsletter in PDF format ... just in case some have not seen the hard copy.

Also attached are 2 Connecticut COVID-19 contact tracing fraud/scam alerts (one English, one Spanish) that I'm asking everyone (if possible) to ask your local post office to put up ... and also your local supermarket ... or any place you are now venturing out to! **These SMP alerts are very important.** Although we are not handing out SMP brochures at in-person events and presentations just now ... this is how you can help as an SMP Volunteer until we are able to start socially meeting and being engaged again. I will be out of the office from Friday to Monday (Sept. 4-7) but if anyone wishes me to mail these hand-outs in color (as you may not have a color printer) ... just email me and I'll get them in the mail to you on Tuesday, the 8<sup>th</sup>. As this is a state of Connecticut publication alert, I have found whomever you ask for permission to put these up are very willing to help in any way possible.

Finally ... there have been several individual conversations with those who have been struggling during these hard times. Please call me ... if just to talk. I know the computer [smpresource.org](http://smpresource.org) sign-up and TRAX system has put some of you off. But this is not a requirement of our SMP program! I can put some of that training in on the computer on your behalf when we eventually get back to some kind of in-person training. And do not give up hope on this! Although WCAAA is still closed to the public ... we are working on innovative ways to slowly begin engaging in person with all our loyal clients. You are not alone. This is hard on everyone ... from the littlest to the eldest. Many staff and volunteers here at WCAAA have looked forward to the personal visits we've had in the past ... especially during the October 15<sup>th</sup> to December 7<sup>th</sup> Medicare Open Enrollment period when many beneficiaries rely on us to provide unbiased comparisons of health and drug plans. So going into this 7<sup>th</sup> month of the COVID-19 epidemic ... just remember ... you are much appreciated ... and I/we thank you for your continued support!

Always.