Alameda County Social Services Agency

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ALAMEDA COUNTY DEPARTMENT OF ADULT & AGING SERVICES GUIDANCE FOR SENIORS & ADULTS WITH DISABILITIES POPULATIONS IN RESPONSE TO THE CORONAVIRUS (COVID-19)

Recent events concerning the Coronavirus (COVID-19) are impacting our daily lives in ways we have never imagined. Vulnerable populations must shelter in place (stay at home). If you are over the age of 60 or have a chronic health condition, you are the most vulnerable. The County cares about your safety and well-being and would like to share **10 suggestions** to support your safety and the safety of others during this challenging time.

☑   Stay informed. Things are changing daily, so it is important to get reliable and updated news. Visit acphd.org/2019-ncov.aspx for daily local news. You can also set your television or radio to a news channel/station for more information.

☑   Stay at home. Avoid people outside of your household or those who do not provide your in-home support care.

☑   Wash your hands regularly with soap and warm water for at least 20 seconds. You can also use hand sanitizer with at least 60% alcohol content. Cover your cough or sneeze with a tissue. Don't touch your eyes, nose, or mouth if your hands are not clean. Clean and disinfect frequently touched objects and surfaces in your home.

☑   Know your five! Call your trusted supports (family, friends, neighbors) or emergency contact each day to let them know how you are doing. If you don't have five trusted supports, make sure you have at least one trusted support. You can also contact the **Institute on Aging 24-Hour Toll-Free Friendship Line at (800) 971-0016** for non-emergency emotional support warm line. Stay connected!

☑   Make sure your family/friends/IHSS Provider/Caregiver can get the food and supplies that you need. It is a good idea to have 7 days of food, water, medications, and enough cleaning supplies. If you need help getting food, contact the **Alameda County Community Food Bank at (510) 635-3663**. You can also visit **Oakland At Risk Match** at http://www.oaklandatrisk.com or **(510) 306-4973** to be matched with a healthy volunteer to assist you with getting groceries, picking up prescriptions and checking in with you often.

☑   If you start to have symptoms of the Coronavirus (i.e., fever, a new cough, shortness of breath and breathing difficulties) contact your doctor or clinic. Call before you go to the doctor's office, because they may want you to stay home. Follow their instructions carefully.

☑ Keep copies of your vital records and current medications in a safe and easily accessible location.

☑ Do not respond to scams! If someone contacts you (by phone, text, or email) asking for your credit card number or social security number in exchange for supplies or support, **do not** respond / hang up the call **immediately** once they ask for money or credit cards. Support systems will never email you and ask you for money or credit cards.

☑ Have a family/friend/support communication plan. Be sure your contact information is correct for everyone and for yourself. Post emergency numbers where you can easily get to them and see them. If you have a mobile phone, you can also save important numbers in your contacts.

☑ Make sure your IHSS Provider/Caregiver discusses an emergency plan with you and be sure to know their emergency plan and how they will assist you.

The County's Adult & Aging Services Department is here to help if you have questions or concerns. You may contact us at: **(510) 577-1900.** Take good, good care…thank you!

INCLUDED WITH THIS LETTER IS IMPOTANT INFORMATION ON:

- Avoiding financial scams
- Enrolling in the Electronic Service Portal (ESP) or Telephone Timesheet System (TTS)

During this time of COVID-19 while you must shelter in place, if you are enrolled in ESP or TTS, you can continue to approve your IHSS provider's timesheets online or by phone. Please read the *Frequently Asked Questions* for more information on how to enroll.