



COVID-19 SENIOR RESOURCE GUIDE

Every day, Americans are being told that, courtesy of the novel coronavirus (COVID-19), their way of life will remain altered drastically for the foreseeable future. Perhaps that sits the toughest with older adults, who have the highest risk of severe illness or death from the virus.

By the time you read this article, the landscape might have changed considerably from the way it looked just 48 hours prior. However, there are some surefire things to know when it comes to the virus in addition to the resources for other adults here in the Greater Philadelphia Region. We hope that you use this as a guide on smart techniques to ensure you remain in the best possible health.

As it stands, PCA, as an essential business, is doing all it can to continue our continuity of services to the communities we serve. But we'll list the other resources you can trust when it comes to getting the updates you need.



Isolation or Quarantine? An Explanation

In this time of uncertainty, even the things we are doing to protect ourselves from COVID-19 can seem confusing. For example, many people confuse having to quarantine vs. having to self-isolate. According to the U.S. Centers for Disease Control and Prevention (CDC), while both protect the public and prevent exposure, here's the difference:

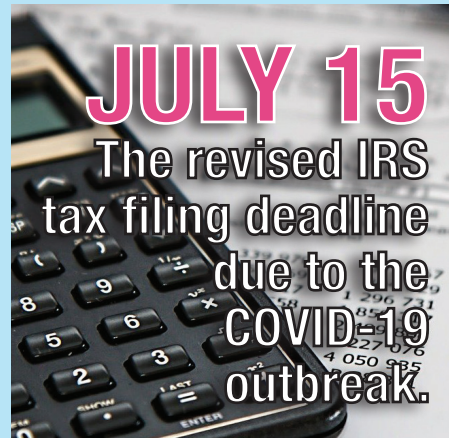
- Isolation separates sick people with a contagious disease from people who are not sick.
- Quarantine separates and restricts the movement of people who were exposed to a contagious disease to see if they become sick.

The reason city and state governments are enacting stay-at-home orders is simply to slow down the rate of infection and lower the upward curve of more and more people needing hospitals due to COVID-19. Many hospitals have run out of supplies and even more have limited access to lifesaving equipment, like nebulizers and respirators, to help with the airway issues caused from the virus.

Additionally, if you're feeling well or not experiencing symptoms, the CDC also recommends refraining from wearing a mask.

DID YOU KNOW?

The word quarantine hails from the Italian and Latin word *quarantina*, which means 40 days. According to CDC.gov, Italy was the first country to institute the practice at their shipping ports in the 1300s.



Getting Supplies

The good news is that there are a host of websites that work with supermarkets to deliver food right to your door. It's highly recommended that seniors utilize these methods first, before considering venturing out of your house. Some supermarkets are changing their hours to accommodate older adults and the immunocompromised. One such supermarket in our region is Giant, which has special hours from 6-7 a.m. daily to assist those consumers.

More stores are expected to follow with restricted shopping hours and online delivery services. Additionally, PCA has committed to continuing its home-delivered meal program to its current income-eligible consumers. PCA is also sponsoring grab-and-go lunches for a select number of senior community centers and satellite meal sites in Philadelphia. For a list of centers, visit pcaCares.org/seniorcenters and be sure to contact the facility before going out for meals.



Financial Support

For seniors, focusing on recognizing scams is also essential. The Pennsylvania Department of Banking and Securities (DoBS) has the following advice for seniors in addition to the support to help those in need.

Anyone can contact DoBS at 1-800-PA-BANKS or 1-800-722-2657 to ask questions or file complaints about financial transactions, companies, or products. Additionally, we urge people to contact PCA to report any form of elder abuse, including financial exploitation, by calling the PCA Helpline 24/7 at 215-765-9040.

Bill or credit card support:

At this time both the state of Pennsylvania and the federal government have urged institutions to relax their policies on collections and credit ratings during the COVID-19 crisis. In terms of utilities,

an emergency order prohibiting utility terminations by electric, natural gas, water, wastewater, telecommunication and steam utilities under the Pennsylvania Public Utility Commission is in effect for the duration of the COVID-19 emergency shutdown.

Mortgage or rental assistance:

For seniors who live alone, it's important to let a lending agency or landlord know as soon as you can if you plan to experience any financial hardships. Additionally, PCA's Helpline is here to assist income-eligible older adults who need emergency relief assistance.

For additional help, contact:

- Mortgage: consumerfinance.gov/consumer-tools/mortgages
- Rental properties: hud.gov/topics/rental_assistance

\$2 TRILLION

The number of federal dollars released to lend to small and large businesses and local governments dealing with the fallout of COVID-19.

20

The number of seconds one should wash hands for with soap and water. Don't have either? A hand sanitizer with at least 60% alcohol is sufficient.



Testing Criteria

For Philadelphia residents, a Community-Based Testing Site at Citizens Bank Park is open to the public, from 2-6 p.m. daily. However, there is eligibility criteria for both admission and testing, due to limited testing capacity. The city's Department of Public Health is restricting eligibility for testing at this site to the following groups of people:

- People over 50 AND displaying symptoms consistent with COVID-19.
- Health care workers with direct patient contact who are displaying symptoms consistent with COVID-19, including hospital and doctor's office staff, nursing home staff, Emergency Medical Services personnel, and home health care staff.



Stay Informed

Governmental agencies have been providing region-specific information for residents daily. Additionally, PCA is routinely updating information for consumers, caregivers and providers via pcaCares.org. PCA-related inquiries can also be fielded to our Helpline at 215-765-9040.

Pennsylvania updates:

- From Gov. Tom Wolf: governor.pa.gov/live
- Pennsylvania Department of Aging updates: aging.pa.gov/service-provider-quicklinks/covid-19
- Department of Health updates: health.pa.gov

City of Philadelphia updates:

- Social media: [Twitter.com/phlpublichealth](https://twitter.com/phlpublichealth)
- Digital: Phila.gov/PHLgovTV
- Television: Comcast: channels 64 and 1164; Verizon: channels 40 and 41