

WE NEED TO BE PHYSICALLY SEPARATED BUT SOCIALLY CONNECTED!



Supporting the Wellbeing of Vulnerable Adults during the COVID-19 Emergency

We have a collective responsibility to ensure that vulnerable adults are safe – especially during challenging times. We encourage you to check in with vulnerable adults regularly to ask how they are doing and what they need. Lending an ear and helping vulnerable adults gain access to supports and services can go a long way to keeping them well.

Check in to See How You Can Help

It is important to remind caregivers and vulnerable adults that you are there to help, not judge them. If a vulnerable adult raises a concern, consider if you can safely follow-up with their caregiver. Validate that this is a difficult time, everyone is struggling, and that support is still available. See below for a list of resources you can connect vulnerable adults and their caregivers with based on their needs.

Questions You Might Ask Caregivers

- Is now a good time to talk? If not, is there a better time?
- Now is a difficult, stressful time for everyone. Is there anything you need?
- How are you feeling? (Ask COVID screening questions)
- Does the vulnerable adult recognize and understand the current situation?
- We all need support now. Who are the supports in your life? Are you able to connect with them right now?
- Since the COVID-19 emergency started, what's changed for your family? Has anything been more of a struggle? Are you facing new worries or needs?
- Is everyone in your family able to get what they need to get by (for example, you can ask the family about food, housing, income/employment, safety, education, health, heat, internet, etc.)?
- Do you need help connecting to _____? (see below for local resource suggestions)
- Do you have available transportation if needed? Do you have internet service or access to Wifi?

Questions You Might Ask a Vulnerable Adult

Questions you might ask those that live alone:

- Now is a difficult time for everyone? Are you OK and safe? Is there anything you need?
- How are you feeling? (Ask COVID screening questions)
- Do you have any pain or discomfort (from a medical or dental condition)?
- Do you feel overwhelmed or depressed?
- Since COVID-19 emergency started, what has changed for you?
- Do you have any concerns for your health and safety? Do you have access to telehealth or online medical services?
- We all need support right now. Who are the supports in your life?
- Does someone check in with you regularly? Who makes sure that you have everything that you need?
- Are there things that you need and have no way to get? (You may want to ask about medication, utilities, heat, food, etc.)
- When and what did you last have to eat?
- Do you have transportation available to you if needed? Do you have internet service or access to Wifi?

Questions you might ask those that live with others:

- Is now a good time to talk? If not, is there a better time?
- How are you feeling? (Ask COVID Screening questions)
- Do you have any pain or discomfort (from a medical or dental condition)?
- Do you feel overwhelmed or depressed?
- How are people getting along in your house? Are you worried about anyone in your house?
- Are you afraid or feel intimidated by anyone in your home?
- Are you being left alone for long periods of time without the care that you need?
- Does anyone refuse to help you?
- Has money or other possessions gone missing?
- To follow up, ask open-ended questions: Tell me more about that. What happened next? What is happening right now?
- Do you have transportation available to you if needed? Do you have internet service or access to Wifi?

Common Resources that may be needed during the COVID-19 Emergency	
General support (When in doubt start here!)	<ul style="list-style-type: none"> • 2-1-1: You will reach trained information and referral specialist for LA non-profit programs • Aging and Disability Resource Centers: 1-877-340-9100 http://goea.louisiana.gov/index.cfm?md=pagebuilder&tmp=home&pid=94
Financial & other Assistance	<ul style="list-style-type: none"> • Unemployment Insurance Benefits have been expanded during COVID-19: 866-783-5567. To file a claim go to www.louisianaworks.net/hire • Southeast LA Legal Services COVID Hotline: 1-844-244-7871 • Check the status of your Economic Impact Payment: https://www.irs.gov/coronavirus/get-my-payment
Food & Nutrition	<ul style="list-style-type: none"> • Food Pantries: Feeding LA 225-308-2038 or https://food-banks.org/louisiana-programs.html • Families/Food for Seniors: 1-800-522-3333 • Food Stamps (SNAP): Call 1-888-524-3578 or text GETSNAP to 898211 • Meals on Wheels through Parish Councils On Aging List: http://goea.louisiana.gov/index.cfm?md=directory&tmp=category&catid=39&pnid=0&nid=9
Housing	<ul style="list-style-type: none"> • Eviction Information: Evictions are suspended statewide in Louisiana through April 30, 2020. This is a part of Governor John Bel Edwards Executive Order. The date may be extended. • Housing Assistance: Contact Regional Continuum of Care Resource Collaboratives for the Homeless http://ldh.la.gov/assets/docs/OAAS/publications/regional-continuum-of-care-list.pdf
Crisis Support	<ul style="list-style-type: none"> • LA Domestic Violence Helpline: 1-888-411-1333 • Suicide/Crisis Hotline: 1-800-437-0303 • Crisis Text Line: Text HOME to 741741 • SAMHSA Disaster Distress Helpline: 1-800-985-5990 or text TalkWithUs to 66746 • Veterans Crisis Line: 1-800-273-8255 or text 838255 • New Orleans AIDS Task Force: Hotline: 1 800 99 AIDS 9 (Statewide) • Keeping Calm through COVID Hotline: 1-866-310-7977
Substance Use and Gambling	<ul style="list-style-type: none"> • Alcohol/Drug Helpline: (877) 664-2248 • Compulsive Gambling: (877) 770-7867 [or text "nobet" to 66746. Visit Live chatting at www.helpforgambling.org
Social Outreach	<ul style="list-style-type: none"> • Friendly Calls from AARP: Request a friendly call using the online request form or by calling toll-free 888-281-0145 (English) or 888-497-4108 (Spanish).
Resources for Immigrants	<ul style="list-style-type: none"> • CCANO Immigration & Refugee Services COVID-19 Resource Guide https://docs.google.com/spreadsheets/d/1lyfORF0qYl8wDntogL6Ep-ggNZQCqKpATUZ-udVPtqo/edit#gid=651415985
COVID-19	<ul style="list-style-type: none"> • Louisiana Dept. of Health: http://www.ldh.la.gov/ • Call 211 or text LACOVID to 898-211

Look out for Vulnerable Adult's Safety

If you have any concerns that someone is in immediate danger, call 911.

If you suspect that a vulnerable adult is being abused or neglected, you must call Adult Protective Services (APS) at **1.800.898.4910** (toll-free). APS Intake Specialists can determine whether APS involvement is warranted, or if other community supports are more appropriate.

Examples of when you might follow-up for more information or call APS with a concern include:

- Anything the caregiver or vulnerable adult told you raised concerns for the vulnerable adult's safety
- The vulnerable adult OR caregiver has concerning injuries or unexplained bruises, welts, or cuts
- The caregiver appears to be under the influence to the extent they could not care for the vulnerable adult
- You observe evidence of illicit substance use in the home (e.g., drug paraphernalia) or other hazards that could lead to a vulnerable adult's injury/illness (e.g., weapons in reach, extremely unsanitary conditions)
- The vulnerable adult looks or behaves significantly differently than is typical for them or would be reasonably expected
- You are repeatedly unable to get in touch with the vulnerable adult (unrelated to barriers like internet, telephone access) AND are seriously worried for their safety (e.g. prior safety concerns due to domestic violence or substance use)