

What if	Do this
My aide doesn't show up.	Please call us immediately. We will find another aid. If not is there a family member that could care for them? We can hire them.
I don't have enough food.	See if you can walk through online ordering. See if you can find resources in the area from the local food pantry and offer to pick it up for them.
I am overwhelmed with all the bad news about the virus – I feel hopeless/suicidal.	Refer them to a local suicide hotline. Offer to daily wellness calls.
My Meals on Wheels has stopped.	Call your local meals on wheels and see what they can do.
I can't get to my doctor's appointment due to lack of transportation for me.	Call OATs or other transportation providers. Offer to send a caregiver to take them for a donation. Just do it.
I am running low on my medications.	Call their doctor and pharmacy. See if there is delivery. See if you can pick it up for them
I fell yesterday and my (body part, i.e., leg, arm, head shoulder) hurts.	Call a home visit doc. Help arrange for appointment
My family says they will help me, but when I call them – they will not come to help.	Request an increase in hours temporarily
I don't have heat/ac.	Call a local home repair organization. (we do this) Call a local heating/ac company and see if they would be able to visit them for a reduced rate or donation.
My neighbor visited me and had a bad cough. What should I do?	Offer to call the neighbor and see if they are symptomatic. Remind them of all they symptoms of Covid. Let them know it could be a cold, allergy etc.
When should I call my doctor?? I have a runny nose, but no fever or trouble breathing.	Remind them of the symptoms. Try to alleviate their concerns. If they are really fearful offer to do a three way call with physician or for them to call them anyway.
I am exhibiting signs of COVID-19 (fever, respiratory issues, etc.)	Call your healthcare provider immediately. If you cannot reach your provider, call the COVID-19 24-Hour Hotline: 877-435-8411.