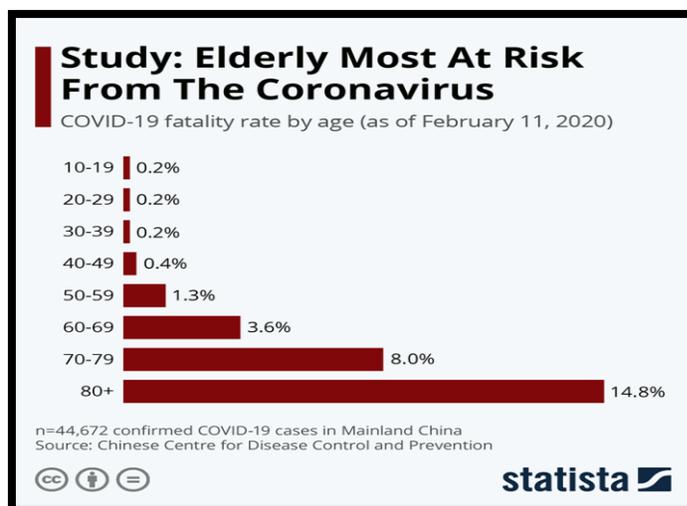


Rona Helpline: Senior Care Response (70 and over)

Summary

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus. According to the World Health Organization “most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness”.



The first comprehensive study done by the Chinese Center for Disease Control and Prevention which was based on 72,314 patient records and 44,672 confirmed cases of the coronavirus in Mainland China as of February 11, 2020 concluded that “fatality rate gradually increases with age”¹.

The only COVID 19 related death in Jamaica as at March 19, 2020, was that of a seventy nine year old patient². This underscores the seriousness of the threat posed to the elderly population. Consequently, the Prime Minister, on Monday (March 23), said that senior citizens 70 and over are to stay at home for 14 days, and those 65 and over, who are employed, are to work from home³.

It is imperative that the senior citizens who will be at home during this health crisis have access to critical support services. The Government will therefore establish a network of contact points for

¹ <https://www.statista.com/chart/20860/coronavirus-fatality-rate-by-age/>

² <https://www.moh.gov.jm/jamaica-records-first-covid-19-death/>

³ <https://jis.gov.jm/pm-says-government-safeguarding-health-of-seniors/>

senior citizens to call in the various critical services required while they remain indoors. The contact points will be hosted at the Ministry of Local Government and Community Development and the fifteen parish offices of the Social Development Commission. **Primarily, focus will be on assistance for urgent needs inclusive of access to medical care and obtaining food and sanitation supplies. The programme will not provide monetary support to the household.**

Target Population: Senior Citizens aged 70 and over who do not have the requisite support systems at home. That is, there is no other capable adult living in the household.

Project Partners: Office of the Prime Minister, Ministry of Local Government and Community Development, Ministry of Health and the National Council for Senior Citizens.

Project Time Line: Begins March 27, 2020 and will continue in tandem with the Covid 19 measures

Objective: To provide critical services to senior citizens 75 and over who are at home and without capable support system.

Project Components:

1. Designate 16 contact points for the public call in the specific assistance required for the elderly. The Headquarters of Ministry of Local Government will be one contact point and fifteen (15) parish offices of the Social Development Commission will be the others.
2. Manage/coordinate responses to critical needs of the elderly at home with primary focus on:

- a. Medical care assistance which includes transportation to health care facilities for urgent care and non-financial assistance to obtain medication.
- b. Non-financial assistance to obtain groceries from supermarkets, markets etc.
- c. Other critical or urgent needs on a case by case basis.

Operations:

- The SDC offices and the Ministry of Local Government and Community Development will operate as contact points between **8:00AM and 3:00PM** each day (Monday-Friday) during this period of Covid 19 measures.
- Officers and volunteers will screen calls and mobilize responses for critical needs
- If necessary, and based on the assistance required, reliable individuals (staff of the SDC) will be dispatched to the home of the elderly to provide the specific support requested.

Locations: RONA HELP LINE



NATIONAL COUNCIL
FOR SENIOR CITIZENS



SOCIAL DEVELOPMENT
COMMISSION
Building Communities... Building Jamaica

LOCATIONS: RONA Helpline is open between the hours 8:00am to 3:00pm daily – Monday to Friday

	Location	Address	Telephone Number
1	Ministry of Local Government and Community Development	61 Hagley Park, Kingston 10	876 -618-8218 876-879-8948 876-879-8950
2	National Corporate	22 Camp Road, Kingston 4	876-938-2013
3	Kingston and St. Andrew	74 1/2 Hanover Street, Kingston	876-948-1194
4	St. Thomas	1 Springfield Road, Morant Bay St. Thomas	876-982-0232
5	St. Mary	Shops 1 & 4, Civic Centre Building Port Maria, St. Mary	876-833-3174
6	Portland	5 Smatt Road, Port Antonio	876-715-2189
7	St. Ann	Addison Park Complex, Browns Town	876-770-8213
8	St. James	1 Albion Road, Montego Bay	876-770-9201 876-770-7838
9	Trelawny	26 Market Street, Falmouth	876-804-2912 876-833-4958
10	Westmoreland	Shop 24, Dunbar Mall, Savanna La Mar, Westmoreland	876-918-0996
11	Hanover	Watson Taylor Park Complex. Watson Taylor Park	876-956-2548
12	Manchester	11 Ward Avenue, Mandeville	876-625-8864
13	Clarendon	Shop 1,2&3, 8b Manchester Avenue, May Pen	876-902-8484
14	St. Elizabeth	Centre Road, Santa Cruz	876-770-8224
15	St. Catherine	1 Port Henderson Road Spanish Town St. Catherine	876-907-4056
16	Portmore	Shop 4, Kingston Bookshop Plaza	876-612-6563

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