



## What older persons in isolation need

- For some older persons **home care services need to urgently be adapted to their needs**, paying attention safety of both the older person and the service provider;
- Medical needs of older persons both negative and positive to the COVID-19 infection tests need to be adequately met for the duration of the epidemic. This included access to **essential medication** (for example, diabetes medicine, cancer therapy, kidney therapy, HIV therapy etc.) **when it is needed**. Older persons with lower social security level may also need to be provided with adult diapers. *In the future, telemedicine and using medical services through internet may be useful in such situations; This situation needs to be seen as a motivation to develop such services and start educating current older persons and prepare education for future ones.*
- Older persons need financial security **and protection** from potential financial fraud and abuse;
- Older persons need to be **protected from discrimination**. During the state of emergency a SOS telephone line should be opened just for older persons surviving abuse;
- Older persons in isolation due to potential infection or who are confirmed as infected and therefore quarantined need to have **true, clear and timely information** on the risk factors and their chances of getting well;
- They need **emotional support** through informal networks, primarily their families but also support provided by mental health professionals. This can be organised in different ways, starting with online means but also through classical, telephone support;
- Older persons need to receive information about the situation conveyed through clear, simple language, especially in relation to **how they themselves may contribute to lessening the risk of infection**;
- Even though dementia is not a necessary part of growing old, a number of older persons do have some form of **dementia** and it is necessary to take into account

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**what form of support and services** they need and how to **formulate information** provided to this population group.

- Older persons should be taught **simple physical exercise** that they can do individually at home while in isolation or quarantine, which will help them maintain mobility and lessen boredom, **as well as regular advice on eating, ingesting fluids, meditation exercise and social networking in the virtual sphere or telephone communication**;
- Radio and television should be utilised more on conveying information how to **improve mental health**;
- Radio and television should be utilised more on conveying information on measures of **protection and self-protection** through videos (putting on masks and how long they can be worn, why using gloves is important, which disinfectant to use for hands and which for surfaces in your apartment). Attention should be paid not to use visuals or vocabulary that may come off as discriminatory;
- **Family members should be educated** for their support activities through video clips or printed guides promoted through social networks and radio/ TV;
- Informal care providers need **respite services** as much as possible relying on technology that can replace direct contact (like using communication applications such as WeChat or WhatsApp, zoom), through which they can get education and advice about providing informal care at home. This should be complemented by **psychological first aid** training for family care givers.

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