



# We care about you.

**Our first-responders are increasing wellness check-ins to ensure your health and safety during this time.**



*Older Illinoisans are among those most at risk for health complications related to COVID-19. To increase safety, both of our residents and our first responders, the Illinois Department of Public Health (IDPH), along with partners from Illinois Department on Aging (IDoA), Office of the Illinois State Fire Marshal (OSFM) and Illinois State Police (ISP) want to make you aware of the following safety measures put in place in light of COVID-19.*

## WHO MIGHT BE COMING TO CHECK ON ME?

Police, fire and EMS personnel routinely conduct wellness checks on seniors, the disabled or any other resident. If a wellness check has been requested by a concerned family member, friend, or neighbor, **they will be dressed in personal protective equipment** that has been deemed appropriate by their local jurisdiction. This is a safety precaution. The face shields, masks, goggles, and gloves they may be wearing are designed to protect the resident and first responder. It's also important to keep in mind that all first responders should be able to present proper identification.

## WHAT IS THE REASON FOR THE WELLNESS CHECK-IN?

The agency's goal has been to prevent the spread of COVID-19 among older adults, while also increasing the ability to closely monitor their well-being. Although IDoA has temporarily suspended group services at adult day centers and senior centers, they have increased our one-on-one in-home services and are working to ensure that the services provided - specifically the home delivered meals program that seniors depend on - will **not** be interrupted during this ongoing situation.

## WHAT IF I FEEL UNCOMFORTABLE OPENING MY DOOR TO SOMEONE WEARING A MASK?

If you are nervous about answering the door, call your local police department's non-emergency number to confirm the legitimacy of this call, wave out the window or shout through the door. Just let them know you are okay. Be assured that your first responders are there to keep you safe.

## IS IT OKAY TO ASK FOR HELP?

Asking for and accepting help from professionals is exactly the purpose of these wellness check-ins. These first responders will assist you in getting the help you need.

**Need ideas and resources to connect with family and loved ones to help lower distress and feelings of social isolation? Visit [www.illinois.gov/aging](http://www.illinois.gov/aging) and click on *COVID-19 What You Need to Know* to find the *Be Socially Engaged While Practicing Social Distancing* link. For further help, contact our Senior HelpLine at 1-800-252-8966 (hearing impaired call 888-206-1327).**

The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in programs or activities in compliance with appropriate State and federal statutes. If you feel you have been discriminated against, you have a right to file a complaint with the Illinois Department on Aging. For information, call the Senior HelpLine at 1-800-252-8966; 1-888-206-1327 (TTY)