

Supporting Your Older Neighbors in NYC in this Time of Need

Looking for a way to help while you're home? Here are some low-tech and easy ways to assist your older neighbors, who are particularly vulnerable during this pandemic.



Let them know you are here to help

Call, email, or knock on your neighbor's door (and then stand six feet away, of course). Give them your contact information in a readily available format, and let them know that you are available for buying groceries, picking up medications, or just a regular check-in call.

Pick up their mail

If their mail or newspaper delivery is outside or in the lobby, offer to arrange a daily pick-up.

Provide a phone number

PRACTICAL SUPPORT: Tell them that they can **call 311** for help in finding medical care and a wide range of resources and services.

EMOTIONAL SUPPORT: For mental health support 24 hours a day and in multiple languages, call [Thrive NYC](#) at **888-NYC-WELL (888-692-9355)** or the [Disaster Distress Helpline](#) at **800-985-5990**.

Connect them to a local volunteer network

Find out what help your older neighbor needs, and try to connect them with a local, volunteer-based organization. For example, [Invisible Hands](#) arranges volunteers to deliver groceries and supplies, and can be reached at **732-639-1579** and [DOROT'S University Without Walls](#) offers lifelong learning programs on the arts, news, literature and more – all over the telephone. Register by calling **877-819-9147**.

Help them access telephonic, virtual and delivery options for essential needs and at-home activities

Many healthcare providers, pharmacies, grocery stores and restaurants are quickly adapting to this public health emergency and conducting business in new ways that limit in-person contact. Your neighbor may not be in the know, especially if they lack an internet connection, so offer to help them access these services.

You can also order books, puzzles, and crosswords online and have them delivered directly to your neighbor.

Help them set up food deliveries

Go to [Citymeals on Wheels](#) to find the local case management agency that will set up meal deliveries. You can also call Aging Connect at **212-244-6469** to learn about home-delivered meals and other resources.

[Umbrella](#), a community platform that helps older adults age in place, is offering grocery delivery and medication pick up for people age 60+ nationwide. They are waiving their membership fee and charging just \$6 per order to help defray costs. You can submit an [online form](#) or call **844-402-2480** to place an order.

Send cards to your local nursing home

KID-FRIENDLY ACTIVITY: Write notes and color pictures to send to your local nursing home residents. Many nursing homes are no longer accepting visitors due to health concerns, and residents would appreciate receiving mail.