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Demonstrative exercise:

The “do’s” and “don’ts” of supporting elderly persons during the Covid-19 pandemic



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True or False?

During the Covid-19 pandemic, numerous grocery stores introduced home delivery services for their products. Sopotniki provided assistance to the elderly by advising them over the phone on which stores offer the most affordable home delivery.



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False

On the day of shopping, Sopotniki would pick up the elderly person, drive them to the store, and assist them in collecting the pre-prepared items at the store's entrance.



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True or False?

During the pandemic, there was a drastic decrease in calls to the Sopotniki Institute. As a result, our unit coordinators reduced their working hours to 4 hours per day.



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False


During the pandemic, the elderly could still use Sopotniki services for essential tasks such as doctor's appointments, pharmacy visits, and grocery shopping. Therefore, we continued to receive calls for booking our services. Additionally, **there was an increase in calls for conversation.**



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True or False?

Toyota had to close its dealerships as vehicle sales were not allowed. Since they had test vehicles remaining in showrooms, they handed them over to non-governmental organizations for use. We, at Sopotniki, also received one vehicle from them to provide free transportation services for the elderly.



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False

Toyota provided the Sopotniki Institute with a Toyota Camry vehicle for free, allowing us to deliver medications and essential life necessities to the homes of the elderly.



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True or False?

During the epidemic, the number of volunteers at Sopotniki Institute increased.



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True

During the epidemic, we received a significant number of new volunteers. Especially young people, whose work was temporarily suspended or lost their jobs, joined volunteering.



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“Med prevozi
prisluhnem iskrenim
nasvetom starejših, ki
jih drugače ne bi slišala
nikjer drugje.”



Sopotniki 2.0



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True or False?

During the strictest preventive measures, crossing the borders between municipalities was prohibited. Crossings were only allowed in case of essential obligations that couldn't be fulfilled within one's own municipality. Individuals required a certificate for crossing. If the elderly did not have a written certificate for crossing, Sopotniki Institute would decline transportation.



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False

We upgraded our reservation management system to generate a certificate for crossing the borders between municipalities for every ride. The printed certificate was handed to the elderly by the volunteer driver and they would sign it before entering the vehicle.



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True or False?

During the epidemic, we provided transportation for the elderly to testing facilities.



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False

The requirement for transportation with Sopotniki was an officially valid negative test, which the elderly had to take one day prior to the transportation.



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Thank you for your attention!

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