

Social support

Social support is carried out by many actors including municipalities, private and public institutions as well as local authorities, in addition to numerous initiatives of solidarity, proximity and volunteering.

CONTEXT

For people who are already being followed by a social institution, social support is continued and may be extended to a wider range of services if necessary. In this case, the beneficiaries are in contact with their institution and it is through them that social support needs are defined.

Communal solidarity plan

The local municipalities responded favorably when local authorities asked them to set up communal solidarity plans and to offer services related to confinement and quarantine. The main 4 services are:

- Food shopping
- Medication delivery
- Dog walking
- Garbage collection

These services are provided either directly by the municipal administration or by a mechanism set up by the municipality (volunteer mechanisms or others)

Age criteria

Initially, the main criterion retained for access to services including the communal solidarity plan is that of age - as people over 65 are asked not to leave their home, it is essential to allow them access to goods and services necessary in this situation. The services set up are therefore primarily intended for the over 65s.

For the under 65s, nothing is systematically provided, but for the frail, weakened, isolated and those without caregivers or next-of-kin, services that are applicable for the over 65 can also be made available.

The municipalities sent a letter to all residents over the age of 65, informing them of the establishment of a communal solidarity plan. This letter includes a "code" or "identification number" in the header to limit the risk of fraud.

For the establishment of any social support initiative, it would be important that the doctor or the person in charge of this mission has this identification number.

Barrier to payment of benefits

For all services related to confinement or quarantine, payment can be problematic, especially if beneficiaries are not followed by an institution. Solutions are being developed (invoicing, home cash delivery, card payment, municipal cash funds, etc.)

The lack of physical cash at home should therefore not be an obstacle, in particular to confinement or quarantine.

Persons in situations of precariousness

A local social emergency system has been activated with homes and shelters available to all homeless people, specialized homes for vulnerable people who are COVID-19 positive. A free telephone number has been made available to all people in situation precariousness.

Mobile applications and linking initiatives

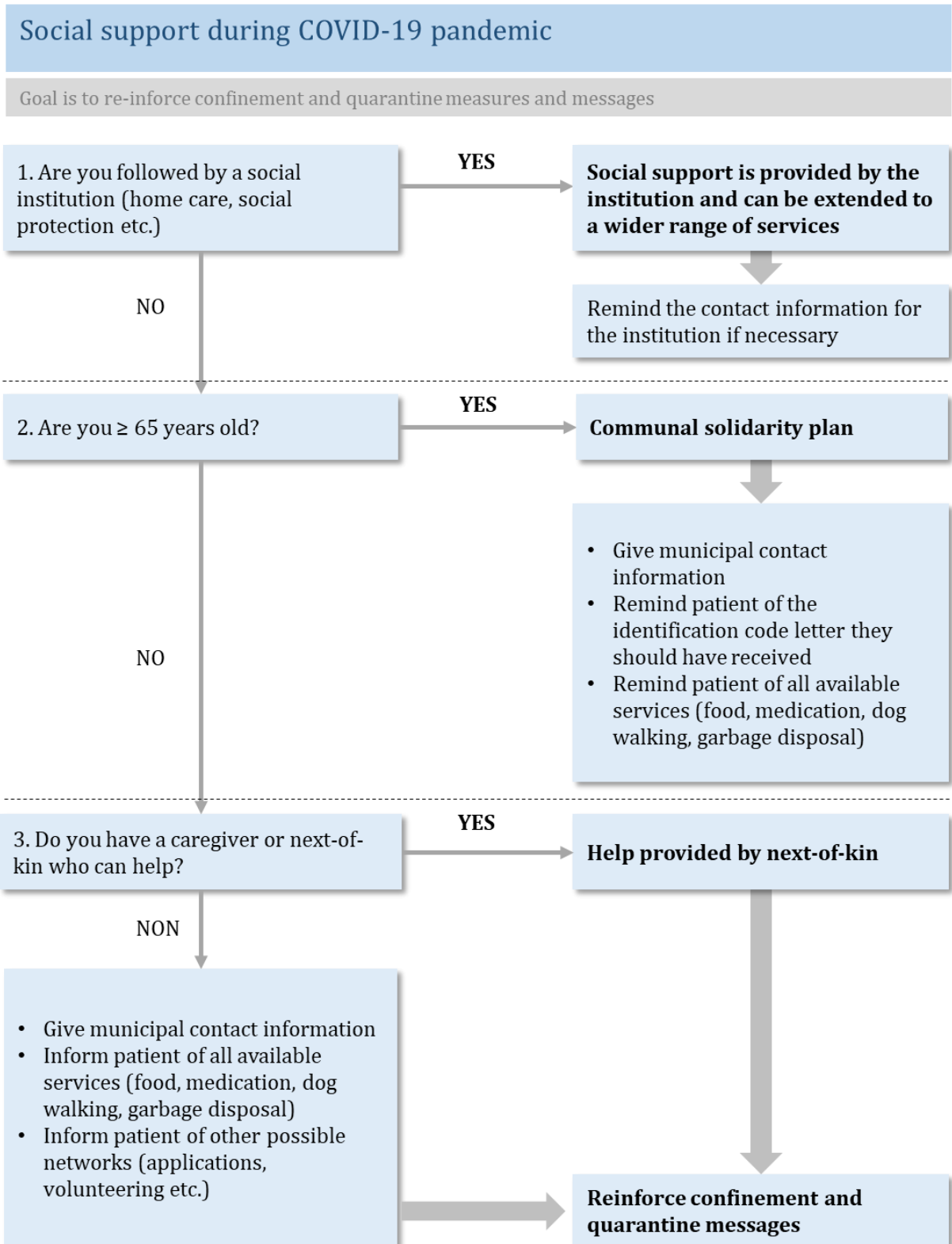
In some municipalities, there is the possibility of using an application for connecting volunteers with beneficiaries. Other applications are also made available to users by private and public institutions which volunteer to deliver the services mentioned above.

QUESTIONS TO ASK DURING A PHONE-BASED FOLLOW-UP OF A PATIENT

A primary goal of social support is to make confinement / quarantine possible. The basic questions to answer are:

- Are you followed by a social institution?
- Are you over 65?
- Are you alone at home?
- Do you have a caregiver or next-of-kin?
- Do you have a family or neighborhood network that can help you?
- Are you undergoing treatment for which medication is required?
- Do you have a dog for which walks should be organized?
- What other constraints could prevent you from following the confinement/ quarantine measures?

ALGORITHM – SOCIAL SUPPORT



RESOURCES

We provide the contact information and timetables of all the municipal focal points as well as each institution that is involved in the social support response for COVID-19.