



Joint Information Center - JIC Release No. 26
March 23, 2020, 4:55 p.m. (ChST)

**DPHSS Services: Operation Challenges Delivery of Senior Meals;
 Information Unit of the Senior Services Branch Discontinued**

As of March 22, 2020, there were 27 positive cases of COVID-19 on Guam with one (1) COVID-19 related death. There will be additional results later this evening once today's test results are finalized.

DPHSS - Home-Delivered Meals Re-routed

The Division of Senior Citizens within the Department of Public Health and Social Services (DPHSS) has been advised by its Home-Delivered Meals Vendor that due to operational challenges, some areas of service for Home-Delivered Meals to homebound seniors are being rerouted for pick up at designated Senior Citizens Centers.

Home-Delivered Meals Service Areas Affected

The service areas affected by this operational challenge are:

1. Agat
2. Chalan Pago
3. Dededo
4. Mangilao
5. Santa Rita
6. Sinajana
7. Tamuning-Tumon-Harmon
8. Yona

Family members are asked to pick up the meals for the affected areas at the following Senior Citizens Centers:

Village	Center
Agat	Agat Senior Citizens Center
Chalan Pago and Sinajana	Sinajana Senior Citizens Center
Dededo	Dededo Senior Citizens Center
Mangilao and Yona	Mangilao Senior Citizens Center
Santa Rita	Santa Rita Senior Citizens Center
Tamuning-Tumon-Harmon	Tamuning Senior Citizens Center

Drive-Thru Service

Upon arriving at the Senior Citizens Center, the family member will remain in their car. The program staff on site will guide the family members to form a line of cars to Drive-Thru the designated point to pick up the meal for the senior they are there for. Meals can be picked up starting at 12:30 p.m. with the last pick up at 1:45 p.m. For additional information, contact: S.H. Enterprises, Inc. at (671) 649-9716 or (671) 649-9727. Phone lines are operational Monday through Friday, 8 a.m. - 5 p.m.

DPHSS - Information Unit of the Senior Services Branch Discontinued

In light of the recent developments of cases testing positive for SARS-CoV-2, the Information Unit of the Senior Services Branch will no longer operate at the close of business on March 23, 2020.

Effective tomorrow, Tuesday, March 24, 2020, staff of the Division of Senior Citizens will focus on coordinating Home and Community Based Services to support our seniors and their caregivers to remain in their homes, respond to Medicare inquiries via phone and email, and respond to cases of alleged abuse against our elders and adults with a disability.

You may contact the Division of Senior Citizens at (671) 735-7415 or (671) 735-7421 or by email to Chad Palomo at chad.palomo@dphss.guam.gov or Evelyn Manibusan at evelyn.manibusan@dphss.guam.gov.

Medical Triage Hotline Numbers for COVID-19

If you are experiencing symptoms consistent with COVID-19, please call your healthcare provider. If a patient does not have a regular health care provider, they can call any of the Community Health Centers or the DPHSS Medical Triage Hotline Phone Numbers listed below to report symptoms and obtain guidance from clinicians:

- (671) 480-7859
- (671) 480-6760/3
- (671) 480-7883
- (671) 687-6170 (*ADA Dedicated Number*)

These numbers are operational daily, from 6 a.m. to 10 p.m. and are limited to medical-related inquiries only.

DPHSS Counseling Hotline Numbers for COVID-19

DPHSS recommends that those feeling distress or anxiety due to the pandemic call the Counseling Hotlines, which provide live crisis counseling. The phone lines are multilingual, text capable, and confidential:

- (671) 988-5375
- (671) 683-8802
- (671) 686-6032

These numbers are operational daily, from 8 a.m. to 10 p.m.

For media inquiries, contact the Joint Information Center at (671) 478-0208/09/10 Monday through Friday, 8 a.m. to 5 p.m.

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