

# Information for senior citizens in Berlin

The coronavirus crisis poses great challenges for us and has led to massive restrictions on our lives. The coronavirus disease COVID-19 is especially dangerous for the elderly and those with underlying medical conditions. Therefore, we ask you to strictly abide by the rules issued by the federal state of Berlin and the federal government. This will allow you to protect yourself against COVID-19 in the best possible way.

## We ask you to observe the following:

- To minimize your risk of infection, you should not leave your apartment unless it cannot be avoided.
  - Try to maintain social contact by telephone or online (e.g., with VoIP technology such as Skype or messenger services such as WhatsApp). Letters and postcards will still be delivered by conventional mail.
  - If possible, call other elderly citizens in your neighborhood to check on them. Tell them about the support options listed below.
  - If you are unwell, please call your family doctor first before going to see them.
  - Try to avoid going to the pharmacy. If you need medication, ask your neighbors or family if they can get it for you.
  - Use pick-up and delivery services offered by supermarkets, or ask your family or neighbors if they can bring you what you need.
  - Maintain distance to other people (especially those in your age group and your grandchildren).
  - Maintain a distance of at least 1.5 meters (rule on distance) to anyone who does not live in your household.
  - Make sure to observe the conventions for sneezing and coughing and the general rules on hygiene (which also apply to the common flu):
    - Wash your hands regularly and thoroughly with soap and water for at least 20 seconds
    - Do not sneeze into your hands; rather, cover your mouth with the crook of your arm
    - Try not to touch your face with your hands
    - Avoid shaking hands
    - Maintain distance to anyone who is ill
    - Air rooms frequently
  - Do not let any strangers enter your apartment if you cannot verify that they are trustworthy. Never hand over large sums of money to strangers.
- Do not hesitate to call the police by dialing 110 if you are unsure! !**
- Use the support options in your neighborhood or those listed below.

## Are you worried that you might be infected?

- Please contact your doctor first, if possible by phone
- If you are unable to contact your doctor, you can call the central hotline for advice:  
**030 90 28 28 28**
- Given the high volume of calls to the central hotline, the boroughs have introduced their own hotlines and email addresses. Residents can also use these if they have any health-related questions regarding the area in which they live.

## Local borough hotlines and email addresses (some of which are available in other languages):

- Treptow-Köpenick: ☎ **030 90297-4773**
- Steglitz-Zehlendorf: ☎ **030 90299-3670**
- Friedrichshain-Kreuzberg: ☎ **030 90298-8000**
- Spandau: ☎ **030 90279-4012, -4014, -4026**
- Pankow: ☎ **030 90295-3000**
- Mitte: ☎ **030 9018-41000**
- Tempelhof-Schöneberg: ☎ **030 9027-77351**
- Neukölln: ☎ **030 90239-4040**
- Marzahn-Hellersdorf: ☎ **030 90293-3629**
- Charlottenburg-Wilmersdorf: ☎ **030 9029-16662**
- Reinickendorf: ☎ **030 90294-5500**
- Lichtenberg: ☎ **030 90296-7240, -7242, -7510, -7511**

A list of these numbers and all email addresses can be found at:

[www.berlin.de/corona/hotline](http://www.berlin.de/corona/hotline)

## For persons who require practical support in their daily life as a result of the restrictions on going out:

The **Berliner Mobilitätshilfedienste** (Berlin mobility assistance services) are currently offering to do the shopping for people aged 60 or above. Their usual service of accompanying people to the shops will only be offered in exceptional cases. You can find a list of their locations and phone numbers at:

[www.berliner-mobilitaetshilfedienste.de](http://www.berliner-mobilitaetshilfedienste.de)

### **Bezirkliche Koordinierungsstellen für das bürgerschaftliche Engagement rund um die Corona-Pandemie (the boroughs' coordinating offices for active citizenship in the context of the coronavirus pandemic)**

Contact points are being set up for every borough where requests for help and offers of assistance can be registered. The coordinating offices also offer advice on questions such as "What makes sense in the current situation?", "What is needed?", and "How can I get involved?" The contact details of your borough's

coordinating office can be found at:

[www.berlin.de/buergeraktiv/informieren/coronavirus](http://www.berlin.de/buergeraktiv/informieren/coronavirus)

### **Hotline for neighbors helping neighbors at [www.neban.de](http://www.neban.de): 0800 866 55 44**

Are you looking for help and support from your neighbors, e.g., to do the shopping, to care for pets, or to help with household chores? You can call **0800 866 55 44** for help with looking for trustworthy neighbors. If you have internet access, you can also use the website

[www.neban.de/corona](http://www.neban.de/corona)

**Kontaktstellen PflegeEngagement (home care services):** advice and facilitation of contacts for caregiving relatives and those receiving care on questions surrounding nursing care, neighborhood assistance, and home visits (currently available only by phone):

**please dial 030 890 285 36**

## If you need to talk to someone on the phone:

If you are feeling lonely or don't know how to cope with the current situation, don't hesitate to seek help over the phone. You can call any of these services:

### **Ehrenamtliche Besuchsdienste (volunteers offering home visits):**

This care service is currently only available by phone, email, and conventional mail. Their website helps you find friendly volunteers to talk to:

[www.berlin-besucht.de/freiwillige-besuchsdienste](http://www.berlin-besucht.de/freiwillige-besuchsdienste)

### **Coronavirus pastoral care helpline:**

**030 403 665 885** (between 8 a.m. and 6 p.m.) Notfallseelsorge Berlin (emergency pastoral care services), Kirchliche Telefonseelsorge (religious pastoral care helpline), and Krankenhausseelsorge (hospital pastoral care services) have jointly established a coronavirus pastoral care helpline.

**Silbernetz – Gemeinsam gegen Einsamkeit im Alter (helpline for senior citizens who are feeling lonely): 0800 470 80 90**

(between 8 a.m. and 10 p.m., toll-free phone call) For those aged 60 or older who have nobody they can talk to, Silbernetz offers a sympathetic ear and encouragement.

**Malteser „Redezeit“ (helpline for those who are feeling lonely): 030 348 003 269**

If you would like to get a call from Malteser, you can register by phone (or email at [Redezeit.Berlin@malteser.org](mailto:Redezeit.Berlin@malteser.org)).

**Pastoral care helpline for Muslims (24/7): 030 443 509 821**

**Pastoral care helpline in Russian (24/7): 030 440 308 454**

(All services offer anonymity and confidentiality on request.)

## Advice for persons requiring care and caregiving relatives:

**Die Pflege in Not (center offering advice and filing complaints in cases of conflict and violence against elderly people receiving care)**

(currently: Monday–Friday 10 a.m. – 4 p.m., Saturday 10 a.m. – 2 p.m.):  
**030 69 59 89 89**

Further recommendations on what persons requiring care and caregiving relatives can do during the coronavirus pandemic can be found at:

[www.berlin.de/sen/pflege/pflege-und-rehabilitation/coronavirus](http://www.berlin.de/sen/pflege/pflege-und-rehabilitation/coronavirus)

**Pflegestützpunkte (advice on questions surrounding care and old age): 0800 59 500 59**

(Monday–Friday 9 a.m. – 6 p.m., toll-free phone call)  
(All services offer anonymity and confidentiality on request.)

## Online information on the coronavirus pandemic:

- Up-to-date information on coronavirus: [www.berlin.de/corona](http://www.berlin.de/corona)
- Information on coronavirus and nursing care: [www.berlin.de/sen/pflege/pflege-und-rehabilitation/coronavirus](http://www.berlin.de/sen/pflege/pflege-und-rehabilitation/coronavirus)
- Information on volunteer work and neighborhood support: [www.berlin.de/buergeraktiv](http://www.berlin.de/buergeraktiv)
- Online cultural programs: [www.berlin.de/kultur-und-tickets/livestreams](http://www.berlin.de/kultur-und-tickets/livestreams)