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Experiences of non-profit staff providing care for older adults during the COVID-19 pandemic: Key takeaways from Uganda and Ethiopia.

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Title: "Experiences of non-profit staff providing care for older adults during the COVID-19 pandemic: Key takeaways from Uganda and Ethiopia."

Non-profit organizations (NPOs) were essential in supporting those affected by the COVID-19 pandemic. Indeed, ROTOM, an NPO that supports older adults and their dependents in Uganda and Ethiopia, was central in providing COVID-19 support. However, with limited resources, NPOs had to adopt innovative ways to manage service costs and demand, impacting service delivery during the COVID-19 pandemic. This study aims at documenting the strategies employed by ROTOM, the impact on older adults during the COVID-19 pandemic, and the recovery efforts implemented to build back. Interviews were conducted with 28 ROTOM Uganda and Ethiopia staff and volunteers. Findings revealed several negative impacts of the pandemic and public health mandates on older adults. ROTOM implemented several strategies to support older adults, including utilizing Village Health Teams. Many strategies to help with organizational resilience were discussed, including implementing a reserve fund.