

Co-Vid 19 Community Supports & Services

- **HSE Advice Line**

Call from 8am – 8pm Monday to Friday and 10am to 5pm Saturday and Sunday

Callsave 1850 24 1850

- **Community Response**

Local authorities have set up local **Community Response Forums** in each local authority area to ensure people who are living alone, cocooning or isolating at home are reached and helped at this time. These comprise the local authority, HSE, County Champions, An Post, Community Welfare Service, An Garda Síochána, other State organisations, charities and other stakeholders. They ensure people can access deliveries of groceries, medicine and fuels.

Dublin City Council 01 2228555 / covidsupport@dublincity.ie

Fingal County Council 01 890 5000 / covidsupport@fingal.ie

- **Co-Vid 19 Support Helpline**

Set up by Alone, in conjunction with the Dept of Health and the HSE, this line is open 8am-8pm Monday - Sunday: 0818 222 024. It and the above local authority

phonelines can offer the following assistance:

- Shopping for food, fuel and other essential household items
- Transport to medical appointments
- Delivery of hot meals through local meals on wheels services
- Collection of prescribed medicines
- Social Supports
- Garda related matters

Further info can be accessed via:

<https://alone.ie/alone-launch-a-covid-19-support-line-for-older-people-working-in-collaboration-with-the-department-of-health-and-the-hse/>

<https://agefriendlyireland.ie/category/coronavirus-covid-19/important-contact-numbers/>

- **The Age Action Information Service**

Provides a service for older people to ensure that they can access accurate and timely information about the virus. The service is available Monday to Friday 9.30am - 5pm on 01 4756989.

- **Senior Line**

A national, confidential listening service for older people, run by trained older volunteers. If you are feeling worried, stressed or isolated at this very unnerving time, please feel free to ring this FREEPHONE service anytime between 10am and 10pm 7 days/week on 1800 80 45 91 / www.thirdageireland.ie. Callers will get the most up-to-date guidance on coronavirus recommended by Government sources.

- **Services from An Post**

An Post is providing extra services for older people and people who are staying at home: You can register with An Post to have a postman or postwoman call to your house during their delivery route: <https://www.anpost.com/Community-Support/Request-a-Check-In>. Family/a friend/health worker can register for you. The postal worker can contact the Alone helpline on your behalf if you need help to access local services.

If you have post that you want delivered, you can put a sign in your window that says I HAVE MAIL. The postman/postwoman will collect it and post it free of charge.

An Post will also have a newspaper delivery service. More details on this will be available soon.

- **Dublin Supermarkets Priority Times for Older Persons**

- Dunnes Stores – 11am – 1pm daily
- Aldi – 11am – 1pm daily
- Lidl – 9am – 11am
- Tesco – Monday, Wednesday and Friday mornings up to 9am
- SuperValu: As some SuperValu stores are individually owned and operated there are various times for these.

- **Pharmacies**

Temporary laws have been put in place to allow GPs to send prescriptions to pharmacies by email. This means that you may not need to go to your GP surgery if you need a prescription for medication. If you have a prescription that needs to be renewed, your local pharmacy can do this for you in most cases.

If you cannot go to the pharmacy, you can contact the local community support number listed above. The Pharmaceutical Society of Ireland has issued guidelines on the delivery of medicines through voluntary and state bodies.

- **Family Carers Ireland**

have developed an **Emergency Care Plan** which is a useful tool for anyone who provides care to another person: <https://familycarers.ie/> You can access this by downloading it or by calling Careline 1800 240724. Careline also offer support and advice to all carers.

Access to Technology for Older People

The **Age Action Getting Started KIT** materials supports older people to learn, use, and be confident using smartphones and applications so they can keep in touch with their loved ones during the Covid-19 pandemic. The material can be downloaded or older people can call 01 8730372 leave their name and address and Age Action will post the How to Guides within 10 days.

COVID-19 Tech (01-9633288) Volunteer tech helpline for older people cocooning in Ireland.

Vodafone have launched a new **Tech Advice/Smart Phone Support Line** for older people. (01) 8731166, open Mon - Fri 9am to 6pm

Looking After Your Mental Health

- **Aware** - Supporting Light Through Depression Tel. 1800 80 48 48
- **The Samaritans** Tel. 116 123 24 hours a day, 365 days a year. If you need a response immediately, it's best to call on the phone. This number is FREE to call. Tel: 116 123. Email: jo@samaritans.ie. www.samaritans.org
- **Pieta House** provides free therapy to those engaging in self-harm, with suicidal ideation, or bereaved by suicide. Freephone and no referral needed. Tel: 1800 247 247
- **Jigsaw:** Offering support to younger people going through a hard time, or for those worried about a young person in your life. [www.jigsaw.ie /](http://www.jigsaw.ie/)
<https://www.jigsaw.ie/news-and-events/post/covid-19-what-were-doing>
- **Government of Ireland Advice: Maintaining Your Mental Health, Staying Active and Staying Connected:** <https://www.gov.ie/en/campaigns/together/>
- **ALONE and the Samaritans** have created a direct referral line for callers to the ALONE helpline who are very distressed or possibly suicidal and where an ALONE staff or volunteer feels they do not have the competency to give the caller the appropriate support
- **Outdoor Leisure in Local Parks**
Dublin's four local authorities now have a designated time for cocooners who wish to exercise in their local parks.
From Wednesday, May 6, a two-hour period between 1.30 pm and 3.30 pm will be reserved in all parks across Dublin city and county for people who are cocooning. This includes over-70s and medically vulnerable people.

- **Siel Bleu** Free Online Exercise Classes: Daily online classes 11am and 2pm for people of all abilities can be accessed via Youtube and Facebook.

<http://www.sielbleu.ie/> or <https://www.youtube.com/watch?v=NmBUq3-p3eE>

#CreateAtHome - Getting Older People active with Online Creativity

Further Info: <https://www.creativeireland.gov.ie/en/news/createathome-getting-older-people-active-with-creativity/>

Cois Ceim's BROADREACH initiative is now to bring dance opportunities for people aged 50+ online with their weekly Wednesday class now going digital. Visit <https://coisceim.com/classes-fifty-plus/> to see the previous lessons and you can even send requests into dance instructor Philippa! They also hosted a live Tea Dance Party on Zoom to celebrate International Dance Day in April. For further information: admin@cosiceim.com.

The National Gallery of Ireland have launched virtual tours of their collections on their website, you can peruse the beautiful gallery at your own pace and wonder at the various rooms and works on display: <https://www.nationalgallery.ie/virtual-tour>

Theatre has also made its way online with **The Abbey Theatre** launching their 'Dear Ireland' series, a national conversation of 50 monologues streamed live on The Abbey's [YouTube channel](#) over 4 days at 7.30pm from Tuesday April 28th to Friday May 1st. You can access the recording via: <https://www.abbeytheatre.ie/whats-on/dear-ireland/>

Age and Opportunity have created some great online Movement Minutes sessions for older adults, you can watch these on their [YouTube channel](#):

https://www.youtube.com/watch?v=mRw9a_cCjV8

County Council Library Services are delivering books to its most vulnerable members who are cocooning at this time, bringing boxes of books of members in an effort to help reduce the effects of social isolation. To access the service call your local library or it's headquarters.

Creative Ireland and Healthy Ireland will support a partnership with the Design and Crafts Council of Ireland called **Get Ireland Making**.

There will be step-by-step interactive workshops and short video tutorials broadcast on DCCI's YouTube channel:

https://www.youtube.com/channel/UC92wPH_3NYjf270TTvbNjKA

On this channel you can learn to:

- make musical instruments from recycled materials
- jewellery making.
- draw or paint
- learn a new song
- do an online dance class
- knitting/sewing
- cooking or baking

Bereavement Supports

The Irish Hospice Foundation 'Care & Inform' Info Hub

As Ireland's only national charity dedicated to death, dying and bereavement, the Irish Hospice Foundation is keeping the Irish public, informed and supported in matters relating to end-of-life and bereavement care in these exceptional times. They have developed a 'Care & Inform' Info Hub to respond to the COVID-19 emergency with all information in line with current HSE and Government guidance.

Information resources and videos on the website focus on the themes of:

- Grief
- Funerals in Exceptional Times,
- Planning Ahead and
- A suite of resources for Healthcare Professionals to support and guide all who need it during this time. It is updated continually.

Information can be accessed via <https://hospicefoundation.ie/covid19careandinform/> or by calling: 01 679 3188

A Practical Guide for the Bereaved During Coronavirus 19:

<https://www.gov.ie/en/publication/f43301-covid-19-coronavirus-a-guide-for-the-bereaved/> from the Department of Health and Department of Housing, Planning and Local Government.

HSE Bereavement and Grief During CoVid 19 Advice and Information

<https://www2.hse.ie/wellbeing/mental-health/covid-19/bereavement-and-grief-during-the-coronavirus-pandemic.html>

Citizens Information

<https://whatsnew.citizensinformation.ie/2020/04/03/know-your-rights-covid-19-and-funerals/>

[https://www.citizensinformation.ie/en/death/when someone dies in ireland.html](https://www.citizensinformation.ie/en/death/when_someone_dies_in_ireland.html)

National Organisations for Health Conditions offering Information Specific to Your Health and CoVid 19:

There are many organisations offering support across Ireland. If you search google by putting in the name of your health condition, Ireland and the word support eg 'Alzheimers Ireland Support', these organisation's websites will come up. Some of the organisations offering specific information on CoVid and health conditions are as follows:

- The **Alzheimer Society of Ireland** provides advice and support for vulnerable people living alone (pdf) during the coronavirus pandemic. While the group does not offer personalised medical advice, their service can direct you towards reliable sources of information. You can contact the Alzheimer National Helpline team on 1800 341 341, by email at helpline@alzheimer.ie or via Live Chat at alzheimer.ie.
- **Irish Cancer Society:** If you are a cancer patient or a former cancer patient, you can get information and advice from the Irish Cancer Society Cancer Nurse through the

Freephone Support Line on 1800 200 700 Monday to Thursday: 9am - 8pm, Friday to Sunday: 9am - 5pm

- **COPD Ireland** offer advise, information and support to persons with respiratory conditions: <http://copd.ie/> Text the word COPD to 50444 to get a free information pack on Staying Well During Coronavirus posted to you free of charge or Call the COPD Adviceline Freephone 1800 83 21 46
- **Irish Asthma Society:** <https://www.asthma.ie/> has a range of leaflets and resources. You can also contact them on: Tel: 01 8178886 / nurse@asthmasociety.ie. Has coronavirus made you anxious about your COPD or Asthma. Whatsapp: 0860590132.
- **Arthritis Ireland**
Helpline is open Monday to Friday 10am to 4pm. Call: LoCall 1890 252 846 or 01-6618188 / Email: helpline@arthritisiireland.ie
Write: Arthritis Ireland Helpline, Arthritis Ireland, 1 Clanwilliam Square, Grand Canal Quay, Dublin 2.

Financial Supports

- For Exceptional Needs Payments/Supplementary Welfare Allowance, you can contact your local community welfare officer/Intero Office. You can access the details for your local office by calling 1890 800 024 or <https://www.gov.ie/en/publication/28b9b5-list-of-offices-administering-supplementary-welfare-allowance-swa-in-dublin/>
- **St Vincent De Paul** Tel. 01 8848200 - practical help and advice, friendly ear
- **COVID-19 Pandemic Unemployment Payment**
https://www.citizensinformation.ie/en/social_welfare/social_welfare_payments/unemployed_people/covid19_pandemic_unemployment_payment.html
If you are diagnosed with COVID-19 or are medically required to self-isolate, you can get enhanced Illness Benefit or Supplementary Welfare Allowance. Workers are

entitled to any arrears due from 9 March when the new payment rates begin:

https://www.citizensinformation.ie/en/social_welfare/covid19_and_social_welfare.htm
!

- **Short Time Work Support**

If your employer reduces your hours to 3 days or less per week from your normal full-time hours, you can apply for a payment called Short Time Work Support which is a form of Jobseeker's Benefit: <https://www.gov.ie/en/service/c20e1b-short-time-work-support/>

Advocacy, Abuse & Violence Supports

- **HSE Safeguarding & Protection of Older Persons and Vulnerable Adults Teams**

- Dublin North, Dublin North City, Dublin North West Team

Tel: 076-6959528 / Email: Safeguarding.cho9@hse.ie

- **Sage Advocacy**

Support and advocacy service for vulnerable adults, older people and healthcare patients.

E-mail 1850@sageadvocacy.ie

Phone [1850 71 94 00](tel:1850719400) 365 days a year 08:00 – 22:00

- **Women's Aid**

The Women's Aid 24hr National Freephone Helpline offers confidential information, support and understanding to women who are being abused by current or former boyfriends, partners or husbands.

Tel: [1800 341 900](tel:1800341900) / [+353 1 678 8858](tel:+35316788858) / Email: info@womensaid.ie

- **Men's Aid**

Men's Aid Ireland formerly known as Amen, is the only dedicated national service supporting men and their families experiencing Domestic Violence in Ireland.

Tel: [01-5543811](tel:015543811) / [01-5394277](tel:015394277) E-mail: hello@mensaid.ie

Supporting Young Children

- **Talking to Young Children about COVID-19:** <https://www.education.ie/en/The-Department/Announcements/talking-to-children-and-young-people-about-covid-19-coronavirus-advice-for-parents-and-schools.pdf>
- **Barnardos'** has launched a dedicated telephone and email support service to provide advice to parents on a wide range of issues that may have come up during this time. This service will be staffed by Barnardos project workers who are trained professionals. You can make contact with this service by phoning 1800 910 123 between 10.00am and 2.00pm Monday to Friday or by emailing parentsupport@barnardos.ie.
- **ISPCC Dublin**
The Irish Society for the Prevention of Cruelty to Children (ISPCC) is Ireland's national child protection charity.
Tel: 01 676 7960 / Email: ispcc@ispcc.ie
- **Children's Grief: The Irish Hospice Foundation Care and Inform Hub** and the **Irish Childhood Bereavement Network** (<https://www.childhoodbereavement.ie/>) have resources for helping children with grief and bereavement during these exceptional times.

Drafted By Patrice Reilly, HSE Social Work Team Leader

5 May 2020