The Community Call
Advice & Contact
Information for
Your County

Mobilising Resources, Connecting Communities

For Daily Updates Visit
www.gov.ie/communitycall
www.hse.ie

Rialtas na hÉireann
Government of Ireland

The Community Call

We're in this together

As part of the Government response to the COVID-19 crisis, your local authority (council) has established a **COVID-19 Community Call Forum**. Your local forum works with State agencies and community and voluntary groups to provide supports or services to any vulnerable person who needs them.

Your forum brings together different organisations to provide important services like:

➡️ collection and delivery of essential items like food, 'meals-on-wheels', household items, fuel or medicine (in line with guidance)

➡️ support if you are experiencing social isolation or are cocooning

If you need help, if you know someone who needs help, or if you would like to offer help, please use the numbers or email for your local authority (council) as listed in this leaflet.

Cocooning

Some people in local communities are cocooning. This means they are to stay at home and avoid face-to-face contact. It's the best way to slow the spread of the COVID-19 virus and to protect themselves.

Who are cocooning?

➡️ People aged 70 or over.

➡️ People in a residential home or in long-term care.

➡️ People who have serious medical conditions like: organ transplant recipients, people undergoing cancer treatment, severe respiratory conditions, rare diseases that increase the risk of infections.

➡️ Pregnant women who have significant heart disease.

Contact information

This table provides the helpline and email address for every area.

CONNACHT

Your Local Authority	Helpline	Email Address
Galway City	1800 400 150	covidsupport@galwaycity.ie
Galway County	1800 928 894 / 091 509 390	covidsupport@galwaycoco.ie
Leitrim	071 965 0473	covidsupport@leitrimcoco.ie
Mayo	094 906 4660	covidsupport@mayococo.ie
Roscommon	1800 200 727	covidsupport@roscommoncoco.ie
Sligo	1800 292 765	covidsupport@sligococo.ie

DUBLIN

Your Local Authority	Helpline	Email Address
Dublin City	01 222 8555	covidsupport@dublincity.ie
Dún Laoghaire-Rathdown	01 271 3199	covidsupport@dlrcoco.ie
Fingal	1800 459 059	covidsupport@fingal.ie
South Dublin	1800 240 519	covidsupport@sdublincoco.ie

MUNSTER

Your Local Authority	Helpline	Email Address
Clare	1890 252 943	covidsupport@clarecoco.ie
Cork City	1800 222 226	covidsupport@corkcity.ie
Cork County	1800 805 819	covidsupport@corkcoco.ie
Kerry	1800 807 009	covidsupport@kerrycoco.ie
Limerick City and County	1800 832 005	covidsupport@limerick.ie
Tipperary	076 106 5000	covid19@tipperarycoco.ie
Waterford City and County	1800 250 185	covidsupport@waterfordcouncil.ie

LEINSTER EXCLUDING DUBLIN

Your Local Authority	Helpline	Email Address
Carlow	1800 814 300	covidsupport@carlowcoco.ie
Kildare	1800 300 174	covidsupport@kildarecoco.ie
Kilkenny	1800 500 000	covidcommunity@kilkennycoco.ie
Laois	1800 832 010	covidsupport@laoiscoco.ie
Longford	1800 300 122	covidsupport@longfordcoco.ie
Louth	1800 805 817	covidsupport@louthcoco.ie
Meath	1800 808 809	covidsupport@meathcoco.ie
Offaly	1800 818 181	covidsupport@offalycoco.ie
Westmeath	1800 805 816	covidsupport@westmeathcoco.ie
Wexford	053 919 6000	covidsupport@wexfordcoco.ie
Wicklow	1800 868 399	covidsupport@wicklowcoco.ie

ULSTER

Your Local Authority	Helpline	Email Address
Cavan	1800 300 404	covidsupport@cavancoco.ie
Donegal	1800 928 982	covidsupport@donegalcoco.ie
Monaghan	1800 804 158	covidsupport@monaghancoco.ie

ALONE NATIONAL HELPLINE: 0818 222 024

ALONE, the national charity for older people, is partnering each COVID-19 Community Call Forum. If you need information, reassurance, or just to talk you can call them on 0818 222 024. You can also contact ALONE if you are experiencing difficulties with physical and mental health, finance, loneliness and other challenges.

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Advice for people giving support

Making contact	• Contact the person to confirm your visit • Phone the person when you arrive outside their home • Complete hand hygiene before leaving your vehicle • Ring doorbell or knock loudly and step back 2 metres • Inform the person who you are, the reason for the visit and show your ID
Once you arrive	• Ask the person to move to another room • Place items inside the front door • If essential to enter the home follow the cocooning guidelines about handwashing and physical distance
When you leave	• Confirm time and date of next visit • Reassure the person that contact and deliveries will be maintained while they remain at home • Complete hand hygiene prior to returning to vehicle • Telephone or email confirmation of visit and wellbeing of person
What if the person is unwell?	• If the person reports feeling unwell ask if the person has contacted GP • If the person has not contacted GP, obtain the name and number of GP and do so on their behalf • If the GP can't be contacted, phone the emergency services
What if the person is frail and needs help with delivery?	• Identify location of kitchen and bring in goods/fuel • Unload goods ensuring they are accessible for the person • Leave the residence and step back 2 metres • Reassure the person that contact and deliveries will be maintained while they remain at home
What if there is no response?	• If no reply, ring contact telephone number • If no answer, contact the Local Authority for any additional contact numbers • After numerous attempts to contact the person without success, phone the emergency services for further assistance • Remain at the residence until the emergency services attend • Contact the Local Authority with outcome and update on the person

For more information visit: www.gov.ie/communitycall

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Advice for people needing support

DO

- **Do** remember that help and advice is only a phone-call away.

- **Do** make yourself aware of contact numbers for vital services and keep these numbers handy.

- **Do** keep in touch with neighbours.

- **Do** ask to see identification if a stranger calls to the door. If in doubt, call the organisation they claim to represent for verification.

- **Do** remember to practise physical distancing, keeping a space of 2 metres between you and other people.

- **Do** follow guidelines around hand washing, sneezing and coughing into your arm or a tissue.

DON'T

- **Don't** answer the door to someone you don't know unless you feel comfortable doing so.

- **Don't** shake hands with anyone that might come to the door.

- **Don't** let someone into your home unless you know them or it is absolutely necessary.

- **Don't** give **ANY** personal details including your bank details or your credit/debit card to anyone you don't trust – whether in person or over the phone.

- **Don't** interact with other vulnerable members of your community if you have any symptoms of illness.

- **Don't** be alarmed by **false information** on social media – stick to HSE advice.

For updated, factual information about COVID-19 visit: www.hse.ie