

## **Citizens Information: Services during COVID-19** **(<https://www.activelink.ie/node/79821>)**

### Citizens Information

## Introduction

Local authorities have set up community supports to help people during COVID-19 ([https://www.citizensinformation.ie/en/covid19/covid19\\_overview.en.html](https://www.citizensinformation.ie/en/covid19/covid19_overview.en.html)).

A number of other initiatives have also been set up to help people who are affected by [measures to prevent the spread of the virus](https://www.citizensinformation.ie/en/health/covid19/public_health_measures_for_covid19.en.html) ([https://www.citizensinformation.ie/en/health/covid19/public\\_health\\_measures\\_for\\_covid19.en.html](https://www.citizensinformation.ie/en/health/covid19/public_health_measures_for_covid19.en.html)).

This lists the contact details for services you might need during COVID-19.

The Government has published [advice for people who are giving support \(pdf\)](https://assets.gov.ie/72352/77804e10ab2b4350b3f44e4f929ae4d1.pdf) (<https://assets.gov.ie/72352/77804e10ab2b4350b3f44e4f929ae4d1.pdf>) to others during COVID-19.

You can also read about [supports for families during COVID-19](https://www.citizensinformation.ie/birth_family_relationships/services_and_supports_for_children/supports_for_families_during_covid19.en.html) ([https://www.citizensinformation.ie/birth\\_family\\_relationships/services\\_and\\_supports\\_for\\_children/supports\\_for\\_families\\_during\\_covid19.en.html](https://www.citizensinformation.ie/birth_family_relationships/services_and_supports_for_children/supports_for_families_during_covid19.en.html)).

## Community Call

The purpose of Community Call is to co-ordinate local services and make them easy to access for people who need them.

Local authorities have set up local **Community Response Forums** in each local authority area. You can get the contact details for the forum in your area in the list below. You can also call a national number, which is being managed by the charity Alone.

**The national number is 0818 222 024.** This number is available from 8am to 8pm, Monday to Sunday.

## What kind of help is available?

Call the national number, or your local authority's community response number if you need help with:

- 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

If you are not sure who you should call for your particular needs, the national helpline and the numbers listed below will be able to advise you.

- Carlow County Council-1800 814 300-[covidsupport@carlowcoco.ie](mailto:covidsupport@carlowcoco.ie) (<mailto:covidsupport@carlowcoco.ie>)
- Cavan County Council-1800 300 404-[covidsupport@cavancoco.ie](mailto:covidsupport@cavancoco.ie) (<mailto:covidsupport@cavancoco.ie>)
- Clare County Council-1800 203 600-[covidsupport@clarecoco.ie](mailto:covidsupport@clarecoco.ie) (<mailto:covidsupport@clarecoco.ie>)
- Cork City Council-1800 222 226-[covidsupport@corkcity.ie](mailto:covidsupport@corkcity.ie) (<mailto:covidsupport@corkcity.ie>)
- Cork County Council-1800 805 819-[covidsupport@corkcoco.ie](mailto:covidsupport@corkcoco.ie) (<mailto:covidsupport@corkcoco.ie>)
- Donegal County Council-1800 928 982-[covidsupport@donegalcoco.ie](mailto:covidsupport@donegalcoco.ie) (<mailto:covidsupport@donegalcoco.ie>)
- Dublin City Council-01 222 8555-[covidsupport@dublincity.ie](mailto:covidsupport@dublincity.ie) (<mailto:covidsupport@dublincity.ie>)
- Dun Laoghaire Rathdown County Council-01 271 3199-[covidsupport@dlrcoco.ie](mailto:covidsupport@dlrcoco.ie) (<mailto:covidsupport@dlrcoco.ie>)
- Fingal County Council-01 890 5000-[covidsupport@leitrimcoco.ie](mailto:covidsupport@leitrimcoco.ie) (<mailto:covidsupport@fingal.ie>)
- Galway City Council-1800 400 150-[covidsupport@galwaycity.ie](mailto:covidsupport@galwaycity.ie) (<mailto:covidsupport@galwaycity.ie>)
- Galway County Council-1800 928 894 and 091 509 390-[covidsupport@galwaycoco.ie](mailto:covidsupport@galwaycoco.ie) (<mailto:covidsupport@galwaycoco.ie>)
- Kerry County Council-1800 807 009-[covidsupport@kerrycoco.ie](mailto:covidsupport@kerrycoco.ie) (<mailto:covidsupport@kerrycoco.ie>)
- Kildare County Council-1800 300 174-[covidsupport@kildarecoco.ie](mailto:covidsupport@kildarecoco.ie) (<mailto:covidsupport@kildarecoco.ie>)
- Kilkenny County Council-1800 326 522-[covidcommunity@kilkennycoco.ie](mailto:covidcommunity@kilkennycoco.ie) (<mailto:covidcommunity@kilkennycoco.ie>)
- Laois County Council-1800 832 010-[covidsupport@laoiscoco.ie](mailto:covidsupport@laoiscoco.ie) (<mailto:covidsupport@laoiscoco.ie>)
- Leitrim County Council-1800 852 389 and 071 965 0473 -[covidsupport@leitrimcoco.ie](mailto:covidsupport@leitrimcoco.ie) (<mailto:covidsupport@leitrimcoco.ie>)
- Limerick City and County Council-1800 832 005 -[covidsupport@limerick.ie](mailto:covidsupport@limerick.ie) (<mailto:covidsupport@limerick.ie>)
- Longford County Council-1800 300 122-[covidsupport@longfordcoco.ie](mailto:covidsupport@longfordcoco.ie) (<mailto:covidsupport@longfordcoco.ie>)
- Louth County Council-1800 805 817-[covidsupport@louthcoco.ie](mailto:covidsupport@louthcoco.ie) (<mailto:covidsupport@louthcoco.ie>)
- Mayo County Council-094 906 4660-[covidsupport@mayococo.ie](mailto:covidsupport@mayococo.ie) (<mailto:covidsupport@mayococo.ie>)
- Meath County Council-1800 808 809-[covidsupport@meathcoco.ie](mailto:covidsupport@meathcoco.ie) (<mailto:covidsupport@meathcoco.ie>)
- Monaghan County Council-1800 804 158-[covidsupport@monaghancoco.ie](mailto:covidsupport@monaghancoco.ie) (<mailto:covidsupport@monaghancoco.ie>)
- Offaly County Council-1800 818 181-[covidsupport@offalycoco.ie](mailto:covidsupport@offalycoco.ie) (<mailto:covidsupport@offalycoco.ie>)
- Roscommon County Council-1800 200 727-[covidsupport@roscommoncoco.ie](mailto:covidsupport@roscommoncoco.ie) (<mailto:covidsupport@roscommoncoco.ie>)
- Sligo County Council-1800 292 765-[covidsupport@sligococo.ie](mailto:covidsupport@sligococo.ie) (<mailto:covidsupport@sligococo.ie>)

- South Dublin County Council-1800 240519-[covid19@sdblincoco.ie](mailto:covid19@sdblincoco.ie) (<mailto:covid19@sdblincoco.ie>)
- Tipperary County Council-076 106 5000-[covid19@tipperarycoco.ie](mailto:covid19@tipperarycoco.ie) (<mailto:covid19@tipperarycoco.ie>)
- Waterford City and County Council-1800 250 185-[covid19@waterfordcouncil.ie](mailto:covid19@waterfordcouncil.ie) (<mailto:covid19@waterfordcouncil.ie>)
- Westmeath County Council-1800 805 816-[covid19@westmeathcoco.ie](mailto:covid19@westmeathcoco.ie) (<mailto:covid19@westmeathcoco.ie>)
- Wexford County Council-053 919 6000-[covid19@wexfordcoco.ie](mailto:covid19@wexfordcoco.ie) (<mailto:covid19@wexfordcoco.ie>)
- Wicklow County Council-1800 868 399-[covid19@wicklowcoco.ie](mailto:covid19@wicklowcoco.ie) (<mailto:covid19@wicklowcoco.ie>)

## Services from An Post

An Post is providing extra services for older and more vulnerable people:

You can register with An Post to have a postman or postwoman call to your house during their delivery route. The postal worker can contact the [Alone helpline \(https://alone.ie/\)](https://alone.ie/) on your behalf if you need help to access local services. You have to [register for this service \(https://www.anpost.com/Community-Support/Request-a-Check-In\)](https://www.anpost.com/Community-Support/Request-a-Check-In).

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

An Post also has a newspaper delivery service. You can get your daily newspaper delivered for no extra charge. You can [register for this service \(https://www.anpost.com/Post-Parcels/Receiving/Newspaper-deliveries\)](https://www.anpost.com/Post-Parcels/Receiving/Newspaper-deliveries) on the An Post website.

You can [send cards and letters for free \(https://www.anpost.com/Community/Free-postage-to-Care-Homes\)](https://www.anpost.com/Community/Free-postage-to-Care-Homes) to and from Nursing and Care homes in Ireland through An Post until 31 January 2021.

You can get [more information from the An Post website \(https://www.anpost.com/CommunitySupport\)](https://www.anpost.com/CommunitySupport)

## Local health services

If you are feeling unwell, you should phone your GP for advice. You should avoid going to the GP surgery.

If you have a scheduled hospital appointment (or any other medical appointment) during this time, phone your GP or specialist for advice on whether you should attend.

Your hospital may need to cancel or postpone some clinics and appointments. You should contact them by phone to confirm your appointments.

If you fall seriously ill, you should go to hospital. You can contact the [emergency services \(https://www2.hse.ie/emergencies/when-to-call-112-or-999.html\)](https://www2.hse.ie/emergencies/when-to-call-112-or-999.html) for free on 999 or 112.

## Pharmacies

[Temporary laws \(https://www.gov.ie/en/press-release/d80ca9-minister-for-health-signs-regulations-to-assist-with-prescriptions-d/\)](https://www.gov.ie/en/press-release/d80ca9-minister-for-health-signs-regulations-to-assist-with-prescriptions-d/) 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 \(https://www.thepsi.ie/Libraries/COVID/Home\\_delivery\\_of\\_medicines\\_-\\_Joint\\_guidance\\_from\\_PSI\\_and\\_HSE.sflb.ashx\)](https://www.thepsi.ie/Libraries/COVID/Home_delivery_of_medicines_-_Joint_guidance_from_PSI_and_HSE.sflb.ashx) through voluntary and state bodies.

## Dental health

Dental practices have reopened for routine dental visits. They must continue to follow [safety guidelines \(https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/\)](https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/).

You should continue to look after your oral health by maintaining a healthy diet and oral hygiene routine.

## Mental health services

You may feel mixed emotions during COVID-19. This is a challenging time, and feelings of stress, anxiety and worry are normal. Your mental health is just as important as your physical health, and it is important you look after it during this time.

If you need to talk to someone urgently, you can [call Samaritans at any time for free \(https://www.samaritans.org/ireland/samaritans-ireland/\)](https://www.samaritans.org/ireland/samaritans-ireland/) on 116 123.

While you may not be able to see a counsellor face to face, you can access many mental health services online, over the phone and by text. These include:

**Samaritans** (<https://www.samaritans.org/?nation=ireland>)

If you are in distress or struggling to cope:

- Free-phone 116 123 (any time, day or night)

- Email [jo@samaritans.ie](mailto:jo@samaritans.ie) (mailto:jo@samaritans.ie) (for a response within 24 hours)

**Pieta House** (<https://www.pieta.ie/>)

If you are suicidal or engaging in self-harm:

- Free-phone 1800 247 247 (any time, day or night)
- Text HELP to 51444 (standard rates apply)

**Aware** (<https://www.aware.ie/>)

If you need support with your own mood or the mood of a friend or family member:

- Free-phone 1800 80 48 48 (from 10am to 10pm daily).
- Email [supportmail@aware.ie](mailto:supportmail@aware.ie) (mailto:supportmail@aware.ie) for a response within 24 hours.

**50808** (<https://text50808.ie/>)

You can chat with a crisis volunteer:

- Text HELLO to 50808 for free

The HSE has a [full list of online, phone and text mental health services](https://www.hse.ie/eng/services/list/4/mental-health-services/connecting-for-life/news/supports-and-services-during-covid-19.html). (<https://www.hse.ie/eng/services/list/4/mental-health-services/connecting-for-life/news/supports-and-services-during-covid-19.html>)

You should try to keep in touch with friends and family through phone calls, video calls or texts with friends. Social media can also be useful for keeping in touch during the emergency period. However, if you feel as if social media is adding to your worries, consider taking a break from it.

## Resources for exercising at home

If you would like to do some exercise at home, there are many resources to help.

[Age & Opportunity](https://ageandopportunity.ie/covid/keepactive/) (<https://ageandopportunity.ie/covid/keepactive/>) broadcasts a series of 15-minute seated exercise sessions for older adults online. You can watch the exercise sessions live on [Facebook](https://facebook.com/AgeandOpportunity) (<https://facebook.com/AgeandOpportunity>) at 11am on Mondays, Wednesdays and Fridays. You can also watch previous sessions on [YouTube](https://www.youtube.com/watch?v=mRw9a_cjV8&list=PLfCQ6OkV7hAiHQ2RIm1iM1TBxNYeUXfgA) ([https://www.youtube.com/watch?v=mRw9a\\_cjV8&list=PLfCQ6OkV7hAiHQ2RIm1iM1TBxNYeUXfgA](https://www.youtube.com/watch?v=mRw9a_cjV8&list=PLfCQ6OkV7hAiHQ2RIm1iM1TBxNYeUXfgA)).

[Cara Centre](https://caracentre.ie/fact-sheets/home-exercise-circuits-2/) (<https://caracentre.ie/fact-sheets/home-exercise-circuits-2/>) has also put together a series of 10-minute circuits that can be done at home or in your garden. The series includes adapted exercises for wheelchair users or people with reduced mobility. You can access these exercises every week.

[Triathlon Ireland](https://www.triathlonireland.com/) (<https://www.triathlonireland.com/>) has shared a selection of at-home workout videos too. While you might not be able to swim, bike or run, the videos include at-home strength sessions and nutrition advice. You can watch the exercise sessions on [YouTube](https://www.youtube.com/channel/UCQ-vgji4bV-Qraly3MclOgw) (<https://www.youtube.com/channel/UCQ-vgji4bV-Qraly3MclOgw>).

You can find more exercise resources on the [Sport Ireland](https://www.sportireland.ie/covid19/ngb-train-at-home-programmes) (<https://www.sportireland.ie/covid19/ngb-train-at-home-programmes>) website.

## Religious services

The number of people who can attend a religious service depends on the level of restrictions at that location.

Levels 1 and 2 allow up to 50 people to attend a service including funerals. If the premises can safely hold more than 50, this may be permitted if protective measures are in place.

At Levels 3, 4 and 5, places of worship can remain open for private prayer, but religious services are online only.

At Levels 3 and 4, up to 25 can attend a funeral.

### Religious services under Level 5

Ireland is on [Level 5](https://www.citizensinformation.ie/en/covid19/living_with_covid19_plan.html#I05988) ([https://www.citizensinformation.ie/en/covid19/living\\_with\\_covid19\\_plan.html#I05988](https://www.citizensinformation.ie/en/covid19/living_with_covid19_plan.html#I05988)) until 5 March 2021.

Religious services will move online but places of workshop can remain open for private prayer.

Up to 10 people can attend funerals.

You must continue to follow [safe distancing and good hygiene guidelines](https://www2.hse.ie/conditions/coronavirus/protect-yourself-and-others.html). (<https://www2.hse.ie/conditions/coronavirus/protect-yourself-and-others.html>)

You can read more in [living with COVID-19](https://www.citizensinformation.ie/en/covid19/living_with_covid19_plan.en.html) ([https://www.citizensinformation.ie/en/covid19/living\\_with\\_covid19\\_plan.en.html](https://www.citizensinformation.ie/en/covid19/living_with_covid19_plan.en.html)).

## Christian denominations

You might not be able to attend mass or church services during COVID-19, but you can watch many church services online. You can find links to a variety of church services (as well as scheduled mass and service times), from the following websites:

- [churchservices.tv/country/Ireland](https://www.churchservices.tv/country/Ireland) (<https://www.churchservices.tv/country/Ireland/>)

- [parishwebsites.ie \(https://www.parishwebsites.ie/live-streaming/\)](https://www.parishwebsites.ie/live-streaming/)

Evangelical Alliance Ireland has an [online church service directory \(https://www.evangelical.ie/online-church-service-directory/\)](https://www.evangelical.ie/online-church-service-directory/) of evangelical and non-denominational Christian churches.

If you do not have access to the internet, RTÉ News Now shows mass at 10am every weekday from St Eunan's and St Columba's Cathedral, Letterkenny, Co Donegal.

You can watch RTÉ News Now on:

- Saorview, channel 21
- Sky, channel 521
- Virgin Media, channel 200
- Eir, channel 517
- RTÉ Player (<https://www.rte.ie/player/onnow/66546216065>) or RTÉ News Now app

## Islam

The Islamic Cultural Centre of Ireland broadcasts [prayers live on its website \(https://islamireland.ie/\)](https://islamireland.ie/). You can follow the Islamic Cultural Centre of Ireland on [Twitter \(https://twitter.com/Islamireland\)](https://twitter.com/Islamireland) and [Facebook \(https://www.facebook.com/islamireland/\)](https://www.facebook.com/islamireland/).

## Judaism

For advice on Judaism during the COVID-19 emergency period, you can phone the [Jewish Representative Council of Ireland \(http://www.jewishireland.org/\)](http://www.jewishireland.org/) on (01) 546 1096. Alternatively, you can email them on [office@jewishireland.org](mailto:office@jewishireland.org) (<mailto:office@jewishireland.org>).

## Household services and repairs

You must [wear a face covering \(https://www.citizensinformation.ie/en/health/covid19/face\\_coverings\\_during\\_covid19.en.html\)](https://www.citizensinformation.ie/en/health/covid19/face_coverings_during_covid19.en.html) in shops and supermarkets.

## Supermarket deliveries

If you are 70 or older (or if you are particularly vulnerable to COVID-19), you should try to avoid going to the shops or shop during designated hours. You can have your groceries delivered to your home.

Some supermarkets allow you to shop for groceries online and have them delivered at a time that suits you. You should only use this service if you cannot go to the supermarket yourself. Delivery slots are limited and should be reserved for those who need them most.

You can read more about [shopping during COVID-19. \(https://www.citizensinformation.ie/en/consumer/shopping/shopping\\_during\\_covid19.en.html\)](https://www.citizensinformation.ie/en/consumer/shopping/shopping_during_covid19.en.html)

## Hardware shop deliveries

If you need supplies for DIY or home repairs, a number of hardware shops around the country offer home delivery. You can buy a range of items online and have them delivered.

Depending on the store, you may have to wait approximately 7-14 days for your order to arrive.

## Utility services during COVID-19

If you have an electrical or plumbing emergency, you can call a plumber or electrician. The Competition and Consumer Protection Commission has [advice on hiring tradespeople \(https://www.cccp.ie/consumers/contracts-and-services/hiring-tradespeople/\)](https://www.cccp.ie/consumers/contracts-and-services/hiring-tradespeople/). For your safety (as well as their own), plumbers and electricians must meet all HSE and WHO hygiene standards. You should always use a Registered Electrical Contractor (REC) to carry out electrical work in your home and ask for a Completion Certificate after the work is done.

If you have an urgent question about your drinking water supply, you can phone [Irish Water \(https://www.water.ie/support/coronavirus-update/\)](https://www.water.ie/support/coronavirus-update/) at any time on 1850 278 278.

If you smell gas, you should phone Gas Networks Ireland immediately (day or night) on 1850 20 50 50.

If you have a power cut, you should phone ESB Networks' 24-hour emergency line on 1850 372 999.

## Volunteer to help

If you want to volunteer in your local community, you can read [Government advice for volunteers \(https://www.gov.ie/en/publication/2bd8ba-how-can-i-volunteer/\)](https://www.gov.ie/en/publication/2bd8ba-how-can-i-volunteer/). You can also [contact your local volunteer service \(https://www.volunteer.ie/volunteers/find-a-volunteer-role/\)](https://www.volunteer.ie/volunteers/find-a-volunteer-role/).

**[https://www.citizensinformation.ie/en/covid19/community\\_support\\_during\\_...](https://www.citizensinformation.ie/en/covid19/community_support_during_...)  
([https://www.citizensinformation.ie/en/covid19/community\\_support\\_during\\_covid19.html](https://www.citizensinformation.ie/en/covid19/community_support_during_covid19.html))**

**Region**

Nationwide

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